Guide to Move Update

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UNITED STATES
POSTAL SERVICE®

Guide to Move Update

Quick Start Guide
Move Update Standard

Overview

The Move Update standard is a means of reducing the number of mailpieces in a mailing that require forwarding or return – so called undeliverable as addressed (UAA) mail. By periodically matching a mailer's address records with change-of-address orders received and maintained by the Postal Service, less mail must be forwarded and returned, thus resulting in lower costs to the Postal Service. To share in these savings, mailers who claim any presort or automation price for First-Class Mail or Standard Mail must demonstrate that they have updated their mailing list within 95 days before the mailing date.

There are six ways you can meet the Move Update standard and two addressing method that is not subject to the Move Update standard. Each will be discussed later in this publication. The Postal Service makes these options available to meet your needs at reasonable costs. You may need to experiment with several options to determine the most effective method or combination to update addresses in different mailing situations. However, only use of one method is required to meet the Move Update standard.

The Postal Service offers four preapproved methods for both First-Class Mail and Standard Mail: Address Change Service (ACS), National Change of Address Linkage System (NCOA^{Link}), *FASTforward*, and ancillary service endorsements except for Forwarding Service Requested. The Postal Service also offers two alternative methods that require separate approval, but only for First-Class Mail. Mailers must use one of the preapproved or alternative methods to meet the Move Update standard.

The Move Update standard is met when an address used on a mailpiece in a mailing for any class of mail is updated with an approved method within 95 days after the address has been updated. Except for mail bearing an alternative address format, addresses used on all pieces claiming discounted postage prices are required to meet the Move Update standard.

Mailers should maintain appropriate evidence to substantiate the process they use to comply with Move Update. Retention of the suggested documentation will assist mailers if a question arises regarding compliance.

Pre-Mailing and Post-Mailing Methods

Of the primary methods, NCOA^{Link} and *FASTforward* are known as "pre-mailing" methods, and OneCode ACS/ACS and ancillary service endorsements are known as "post-mailing methods. These designations relate to when you actually receive the "updated address" notifying you that your customer has moved.

> •**Pre-mailing** is when you perform Move Update processing on your address list before you mail. In the case of NCOA^{Link}, if any of your name and address records are matched to a change-of-address order (COA) then the new address information is provided to you. Then you simply use the new addresses when creating the mailpieces for your mailing. In the case of *FASTforward*, the mailpieces are already created and if any COA matches are identified, the new address information is applied directly to the mailpieces. In both cases, UAA Mail is avoided.

> •**Post-mailing** is when you mail to the existing addresses that you have on file and, after the mailing, the Postal Service will notify you about the new addresses of any customers who have moved. ACS and OneCode ACS will provide these COA notifications to you electronically. Ancillary Service Endorsements will provide hardcopy notifications. As long as you continue to mail to your customers at least once every 95 days using a post-mailing method and you update your addresses whenever you receive notice of an address change, you are in compliance with Move Update. Otherwise, if you mail more than 95 days after the last mailing, or if this is the very first time you mail to an address that you obtain other than directly from your customer (in the last 95 days), you must use a pre-mailing method.

NCOA$^{Link®}$
(Letters <u>233.3.5</u> Flats <u>333.3.5</u> Parcels <u>433.3.5</u>)

NCOA^{Link} is a pre-mailing method available only through companies licensed by the U.S. Postal Service. Licenses are available for 18-month and 48-month COA databases. The mailer's electronic list is matched, via a database maintained by the licensees, with permanent COA orders sent to the U.S. Postal Service by individuals, families, and businesses. Updated change-of-address data is provided to NCOA^{Link} licensees weekly or monthly, depending on their license agreements. NCOA^{Link} identifies delivery addresses with COA orders on file and provides mailers with documentation showing the new address and the date on which the address was changed. The U.S. Postal Service strictly controls the matching logic.

Through NCOA^{Link}, the mailer must update the address changes on the mailing list prior to mailing. By using NCOA^{Link} before mailing, the mailer reduces UAA handling costs for the U.S. Postal Service and the mailer.

Benefits:

- Reduces undeliverable mail by providing the most current address information, including standardized and delivery point coded addresses, for matches made to the NCOA^{Link} file for individual, family, and business moves.
- Prevents remailings after address corrections are received because the address correction is applied prior to the mailing.
- Reduces mailer costs by reducing the number of undeliverable mailpieces.
- Provides faster product/service marketing through accurate mail delivery.

Suggested documentation to substantiate the process:

- Maintain processing summary/acknowledgement report, obtained from NCOA Link licensee showing date addresses were processed.
- Maintain mailer system output reports.
- Maintain billing reports or invoices for NCOALink services.
- Maintain documentation that descries and demonstrates the process employed to update the address records that received Return Codes: 'A', '91', and '92', or if appropriate, the suppression of address records when no new side address is returned – Return Codes: '01', '02', and '03', and addresses beyond the threshold of 95 days after the Move Available Date (MAD).
- Maintain documentation that establishes that, beyond the threshold of 95 days after the Move Available Date (MAD), no further mailings were made to addresses with Return Codes '01,' '02,' and '03.'

For more information about NCOA^{Link}, including a list of licensees, go to http://ribbs.usps.gov or see Postal Explorer (pe.usps.com) > Address Quality > Address Management Services > Move Update > NCOA ^{Link} Systems.

FASTforward$^®$ (507.4.3)

The *FASTforward* system is a pre-mailing method, which uses a Multiline Optical Character Reader machine (MLOCR) system to print the COA update directly on the mailpiece. *FASTforward* accesses the more than 40 million permanent change-of-address records maintained by the U.S. Postal Service within the previous 18 months by relocating customers. *FASTforward* consists of a user-licensed computer

system containing *FASTforward* name- and address-matching software and a change-of-address database that is attached to an MLOCR. The *FASTforward* database is updated weekly.

Licensed *FASTforward* MLOCR users must obtain an approved interface from their MLOCR vendors.

Benefits:

- When *FASTforward* is used in conjunction with either MLOCR and/or RVE processing, mailpieces avoid the delays associated with traditional mail forwarding.

Suggested documentation to substantiate the process:

- Demonstrate that *FASTforward* is in active mode and used for entire mailing.
- Maintain copies of mailpieces showing FASTforward identifiers printed on the mailpiece.

For a list of *FASTforward* licensees go to http://ribbs.usps.gov/index.cfm?page=fastforward or see Postal Explorer (pe.usps.com) > Address Quality > Address Management Services > Move Update > *FASTforward* > Licensees.

ACS™ – Traditional ACS, OneCode ACS®, and Full Service ACS 507.4.2

ACS is a post-mailing service that allows mailers to receive change-of-address (COA) information and other reasons for non-delivery electronically. ACS has three different and distinct versions: Traditional ACS, OneCode ACS, and Full Service ACS. The system is designed to reduce the volume of manual (printed) address-correction notifications handled by both the Postal Service and mailers and to centralize and automate the provision of address correction information to mailers. Mailers add a unique mailer identification code to the address area of their mailpieces to identify them as ACS participants.

ACS may be used on any class of mail to update the addresses in a mailing list that is also used for First-Class Mail or Standard Mail mailings. First-Class Mail mailers who are ACS participants may use the ancillary service endorsement "Change Service Requested" to receive an electronic notice of the change-of-address information and prevent the mailpiece from being forwarded to the new address or returned to the sender. Electronic notices can be obtained on a variety of electronic media and over the internet.

A mailer may determine the frequency with which to use an ancillary endorsement and ACS participant code; as long as the mailer can certify that each address in a First-Class Mail or Standard Mail mailing has been updated for customer moves within 95 days before the mailing date.

ACS is available for First-Class Mail, Periodicals, and Standard Mail. ACS is available monthly, weekly, or more frequently, depending on the needs and ACS volume of the mailer.

See example of an ACS code in Quick Service Guide 708, Optional Information Lines.

Benefits:

- ACS provides significant cost-saving benefits to mailers and the Postal Service.
- ACS participants can use electronically generated address correction information to update their mailing lists more easily and in a timelier manner.

Suggested documentation to substantiate the process:

- Maintain billing reports or invoices.
- Maintain copies of pieces mailed with ACS Participant Codes or OneCode ACS barcode shown.
- Describe and demonstrate how new address notifications are used to produce mailpieces reflecting the updated address.
- Maintain copies of electronic ACS records and files.

For further information, refer to USPS Publication 8A *(Address Change Service – Traditional)*, at http://ribbs.usps.gov/acs/documents/tech_guides/PUB8A.pdf. For more information on using Publication 8B (*OneCode ACS Technical Guide),* refer to http://ribbs.usps.gov/acs/documents/tech_guides/PUB8B.pdf. For more information on using Full Service ACS, refer to *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides under important links, or go to *http://ribbs.usps.gov/* and click on ACS under the Move Update link, or contact the NCSC ACS department at 877-640-0724.

Ancillary Service Endorsements (507.1.5)

Ancillary service endorsement is a post-mailing method. Any mailer may use one of the four ancillary service endorsements below to request a notification of the addressee's new address and provide the Postal Service with instruction on how to handle UAA mail. When these endorsements are used without participation in ACS,

manual notices are provided. The handling of Standard Mail mailpieces under ACS may be different than noted below. See DMM Exhibit 507.1.5.3a.

Mailers may use the following endorsements with First-Class Mail and Standard Mail service to initiate this updating method:

Address Service Requested: The mailpiece is forwarded to the new location when possible, and a printed notice is returned to the mailer with the new address information. This notice is then used by the mailer to update the address list.

- Months 1-12: the mailpiece is forwarded at no charge; the mailer is provided a separate notice of new address and charged an address correction fee.
- Months 13-18: for First-Class Mail, the mailpiece is returned with the new address attached at no charge. For Standard Mail, the mailpiece is returned at a weighted fee. The weighted fee is 2.472 times the applicable single-piece First-Class Mail or Priority Mail postage.
- After month 18 or if undeliverable at any time: the mailpiece is returned with reason for nondelivery. Fee charged for Standard Mail

Return Service Requested: The mailpiece is returned with the new address information affixed. No forwarding service is provided. The return of First-Class Mail is provided at no charge. Standard Mail is returned at either the single-piece First-Class Mail or Priority Mail price, depending on the weight of the piece. The mailer then updates the address information in the file and may mail a new piece to the new address.

Change Service Requested: A separate notice of new address or reason for nondelivery is provided (in either case, an electronic address correction fee is charged); USPS disposes of the mailpiece. This endorsement is available only when used in conjunction with electronic Address Change Service for First-Class Mail pieces.

Temp-Return Service Requested: This endorsement is only available for First-Class Mail pieces. The mailpiece is returned with the new address or reason for nondelivery attached. If this is a temporary change of address, the piece is forwarded; no separate notice of new temporary change-of-address is provided.

For an address to meet the Move Update requirement by use of ancillary service endorsements, the mailer must send at least one letter or card at the single-piece First-Class Mail price to the address with an approved ancillary service endorsement or use a pre-mailing method within 95 days before reuse of the address in a First-Class Mail or Standard Mail mailing. To complete the Move Update process, the mailer must make the address changes received as a result of the use of the approved ancillary service endorsement on a cycle that ensures that all address changes are made within 95 days of the effective date for the change. If the mailer does not mail to each address regularly and the 95 day cycle is exceeded, then the first mailing to an address with an ancillary service endorsement must be made at

the single piece First-Class Mail price. It is recommended that mailers retain address correction records for up to two years.

Benefits:

- Ancillary service endorsements allow the sender to obtain, on request, the addressee's new (forwarding) address (if the addressee filed a change-of-address order with the Postal Service) or the reason for nondelivery.

- These endorsements also provide the Postal Service with instructions for the disposition of undeliverable-as-addressed mail.

Suggested documentation to substantiate the process:

- Maintain copies of mailpieces with ancillary endorsement shown.
- Maintain copies of change-of-address notifications received, and demonstrate how new address updates are used to produce mailpieces reflecting the updated address.

Alternative Methods
(Letter 233.3.5 Flats 333.3.5 Parcels 433.3.5)

The Alternative Move Update methods, Legal Restraint and 99 Percent Accurate, apply to First-Class Mail only. A Mailer's use of either method must be approved by the NCSC. To find out if you qualify, call the National Customer Support Center (NCSC) Move Update department at 800-238-3150.

Legal Restraint Method

Mailers who claim that they are restricted by law from incorporating U.S. Postal Service COA information into their mailing lists without permission from addressees may request NCSC approval to meet their Move Update requirements using the Legal Restraint method. They must be able to clearly demonstrate how the immediate updating of addresses through a primary method would violate the law.

99 Percent Accurate Method

Some mailers believe that their customers diligently notify them of address changes, making their address lists as accurate as possible. If these mailers can demonstrate that their internal list management maintains address quality at 99% or greater accuracy for change-of-address, then they may qualify for the 99 Percent

Accurate Method. The NCSC administers and approves both Mailer Move Update Process Certification and alternative methods.

Suggested documentation to substantiate the process:

- Maintain letter of approval from National Customer Support Center.
- Describe and demonstrate means used with Alternative Method authorization.
- Retain documentation for a period of one year.

Mailings Not Subject to the Move Update Standard

There are two types of mailpieces that are not subject to the Move Update standard. The first type of mailpiece is one that uses an alternative address format, as outlined in DMM 602. Such a mailpiece is not subject to the Move Update standard because the Postal Service does not forward mailpieces that have an alternative address format. Additionally, mailpieces addressed to addressees whose names and addresses were directly acquired by the mailer from the addressees within 95 days prior to the date of mailing are also not subject to the Move Update standard. These mailpieces are not subject to the Move Update standard due to the source of the address (the addressee) and the timeframe of its receipt.

Introduction

The Move Update standard is a means of reducing the number of mailpieces in a commercial mailing that require forwarding, returning, or treating as waste by periodically matching a mailer's address records with change-of-address orders maintained by the USPS. To qualify for commercial prices for First-Class Mail® and Standard Mail® mailings, mailers must demonstrate that they have updated the addresses used on mailpieces within 95 days prior to the mailing date.

This Guide sets forth the policies and procedures for meeting the Move Update standard. This Guide describes the four primary and two alternative Move Update methods for updating your mailing list, as well as the two types of mailings that are not subject to the Move Update standard. You will also find answers to many commonly asked questions.

If you have any questions about Move Update not covered by this Guide, or need additional information, please email the Move Update department *ncsc.moveupdate@usps.gov*, visit the Postal Service Web site at *www.usps.com/ncsc/services/* or call NCSC at 800-238-3150.

This April 2010 version of the *Guide to Move Update* supersedes all prior versions of Publication 363, *Updating Address Lists is a Smart Move.* Additional copies of this Guide can be obtained by downloading it from the RIBBS Website at http://ribbs.usps.gov/move_update/documents/tech_guides/Move_Update_Guide.pdf.

The following are among the trademarks owned by the United States Postal Service: ACS™, *FASTforward*®, First-Class Mail®, NCOA^Link®, OneCode ACS®, Postal Service™, *PostalOne!*®, RIBBS®, Standard Mail®, The Postal Service®, USPS®, U.S. Postal Service®.

Why is Move Update Necessary?

More than 45 Million Americans Change Their Addresses Each Year

Many of them are good customers of yours — customers whom you value and who are important enough for you to communicate with through the mail. However, not all of them have told you they have moved. If you want to keep these customers, you need to make sure your mail reaches them. It is a good business practice to update your address lists on a regular basis.

Updating Reduces Waste

In addition to its contents, every mailpiece, regardless of class, has two critical pieces of information — the intended recipient and the recipient's address. When both are accurate and complete, the U.S. Postal Service can deliver the mail quickly and easily.

If the address is incorrect or missing an element or if the recipient has moved, the mailpiece could become undeliverable-as-addressed (UAA) mail. Such mail causes loss of time, effort and money for the U.S. Postal Service — and for you, the mailer.

What is the Move Update Standard?

Overview of the Move Update Approved Methods

There are six ways you can meet the Move Update standard. There are also two types of mailings that are not subject to the Move Update standard. Each will be discussed later in this Guide. The Postal Service makes these six options available to meet the Move Update standard within your needs at reasonable costs. You may need to experiment with several options to determine the most effective method or combination to update addresses in different mailing situations. However, effective use of only one method is required to meet the Move Update standard.

Primary Methods

The U.S. Postal Service offers four preapproved methods:

1. **OneCode ACS® or ACS™**
2. **NCOA**^{Link®}
3. ***FASTforward*®**
4. **An appropriate ancillary service endorsement**

Alternative Methods

For First-Class Mail only, two alternative methods are also available that require separate approval from the National Customer Support Center (NCSC):

1. **99 Percent Accuracy:** Where mailers can demonstrate they have a highly effective method to keep their addresses current, they can obtain authorization to use the 99 percent accurate method of compliance with the Move Update standard. To establish the effectiveness of the mailer's method of keeping its addresses accurate, the mailer's address file is tested against the USPS change-of-address database. If less than 1% of the mailer's file results in a change-of-address match, the mailer is granted authority to comply with the Move Update standard through the 99 percent accurate method.

2. **Legal Restraint:** Where a legal restriction prevents mailers from updating their customer's address without direct contact from the customer, they can be authorized to use the Legal Restraint method to comply with the Move Update standard. To obtain authorization, the mailer must show that a particular law prohibits the mailer from using a primary method to meet the Move Update standard.

A mailer wishing to enter mail at a discounted First-Class Mail price, or any Standard Mail price, must identify on the postage statement the Move Update method that was used for the mailing. If a mailer does not provide this information, then the Postal Service can reject the mailing, unless the mailer agrees to pay the First-Class Mail single-piece price.

Mailings Not Subject to the Move Update Standard

There are two types of mailpieces that are not subject to the Move Update standard. The first type of mailpiece is one that uses an alternative address format, as outlined in DMM 602. Such a mailpiece is not subject to the Move Update standard because the Postal

Service does not forward mailpieces that have an alternative address format. Additionally, mailpieces addressed to addressees whose names and addresses were directly acquired by the mailer from the addressees within 95 days prior to the date of mailing are also not subject to the Move Update standard. These mailpieces are not subject to the Move Update standard due to the source of the address (the addressee) and the timeframe of its receipt.

Pre-Mailing and Post-Mailing Methods

Of the primary methods, NCOA^{Link} and *FASTforward* are known as "pre-mailing" methods and OneCode ACS, ACS, and ancillary service endorsements are known as "post mailing" methods. These terms relate to when you actually receive information maintained by the Postal Service that notifies you that your customer has moved and identify the new address.

> •**Pre-mailing** is when you perform Move Update processing on your address list before you mail. In the case of NCOA^{Link}, if any of your name and address records are matched to a change-of-address order (COA) then the new address information is provided to you. Then you simply use the new addresses when creating the mailpieces for your mailing. In the case of *FASTforward*, the mailpieces are already created so if any COA matches are identified, the new address information would need to be applied directly to the mailpieces prior to mailing. In both cases, Undeliverable as Addressed ("UAA") Mail is avoided.

> •**Post-mailing** is when you mail to the existing addresses that you have on file and, after the mailing, the Postal Service will notify you about the new addresses of any customers who have moved. ACS and OneCode ACS will provide these COA notifications to you electronically. Ancillary Service Endorsements without ACS will provide hardcopy notifications. As long as you continue to mail to your customers at least once every 95 days using a post-mailing method, and update your addresses before the next mailing, you are in compliance with Move Update. Otherwise, if you mail more than 95 days after the last mailing or if this is the very first time you mail to an address that you obtain other than directly from your addressee (in the last 95 days) you must use a pre-mailing method or mail the pieces at the single piece First-Class mail price.

Name Matching Logic Modes Available in Pre-Mailing Methods

As stated in the previous section, NCOA^{Link} and *FASTforward* are known as "pre-mailing" methods. To comply with the Move Update standard when using NCOA^{Link} or *FASTforward,* Standard Name Matching Logic must always be selected as the mode of operation of the Move Update method. This way the mailer will receive all possible matches to the Family, Individual, or Business type of COAs. The Postal Service allows mailers to employ the more conservative match criteria required in Individual/Business Only Matching Logic for specific business reasons, but then only single-piece First-Class Mail prices can be claimed. For the purposes of qualifying for commercial prices and meeting the Move Update standard, mailers must use Standard Name Matching Logic. Post-mailing methods always use Standard Name Matching Logic.

Directly Acquired Addresses

When a customer requests goods, services, or information and is added to your list as a result, this directly acquired address does not require immediate Move Update processing, and you may mail to this address for the first 95 days after it is obtained. After 95 days, the address must be processed via a Move Update method along with the rest of the addresses in your list. Directly acquired addresses are defined as addressed acquired as a result of an explicit instruction received directly from the customer to have something mailed to that addressee using an address provided by that addressee for that mailing purpose. The mailer may continue to use the addressee-provided address for a maximum of 95 days and still comply with the Move Update standard. After 95 days, the mailer is required to submit the address along with their other addresses to an approved Move Update process. The mailer must use the results of that process to remain compliant with Move Update.

Addresses obtained through a third party, for example a List Broker or public records, are not considered to be directly acquired addresses. To prove compliance with Move Update for directly acquired addresses, you must maintain records or other documentation that show the date that the addressee provided the address. This documentation can be simply the order form, application, or call records of the contact with the addressee.

Alternative Addressing Formats

Mailpieces with an occupant addressing format or a simplified addressing format also are not subject to the Move Update standard. Occupant addressing is the use of the word "Occupant" or similar approved phrase instead of using only the addressee's name, but with the complete delivery address below "Occupant." Simplified addressing is the use of "Postal Customer" or another approved option instead of the name and address. Simplified addresses are restricted to use on saturation mail and are only allowed to some types of delivery addresses.

Mailpieces using an exceptional addressing format also are not subject to the Move Update standard. The exceptional address format ("Jane Doe or Current Resident" or "Jane Doe or Current Occupant") may be used on any mail except those mail types listed in Section 602.3.1.2 of the DMM. The word "Current" is optional. The order of the words may be reversed (e.g., "Current Resident or Jane Doe" rather than "Jane Doe or Current Resident").

The exceptional address format must be placed in the address block, with the following exceptions:

a. If all the current resident/occupant information cannot be placed on the first or second line of the address, the exceptional address format may be placed no more than 3/4 inch above the address block.

b. If an optional endorsement line (OEL) is used, the mailer may elect to place the exceptional address format above the OEL. In these cases, the exceptional address format must be at least 1/2 inch, but not more than 3/4 inch, above the optional endorsement line. If a window envelope is used with an OEL, the exceptional address information may be printed either in the area on the insert showing through the window or on the envelope above the window.

Alternative addressing formats <u>may not be used on</u>:

a. Express Mail pieces,

b. Mail with any extra service under *DMM*® 503,

    c. Mail with any ancillary service endorsement under *DMM* 507.1.1 through 507.1.8,

    d. Periodicals intended to count as subscriber or requester copies to meet the applicable circulation standards, or

    e. Mail addressed to an overseas military Post Office under 703.2.2.

## *Using Updated Address lists for Other Classes of Mail*

The Move Update standard is met when an address used on a mailpiece in a mailing at any class of mail is updated with an approved method (e.g. ACS™) and the same address is used in a First-Class Mail or Standard Mail mailing within 95 days after the address has been updated.

Overview of the Move Update Process

Figure 1 below shows the general process workflow for meeting the Move Update standard, excluding the alternative methods. When preparing either a commercial First-Class Mail or any Standard Mail mailing:

1. The first consideration is will all the mailpieces in the mailing bear an alternative address format, i.e., "Jane Doe or Current Resident"? If yes, then the mailing is not subject to the Move Update standard.

2. If the answer is "No", then, go to the question in the next box: **"Were any addresses directly acquired from your customer within the last 95 days?"** The Postal Service will give you an initial 95-day grace period for those addresses you get directly from an addressee to whom you are mailing. If your answer is yes, then go to the "green light" box to the right: **Continue to use existing address for remainder of 95 days - address currently meets Move Update standard.** No further action is necessary for those addresses within your mailing.

3. If the answer is "No", then, go to the question in the next box, the third and most important question that needs to be asked: **"Was each address used in the mailing subjected to a Move Update method within 95 days?"** If the answer is "No", then go to the red box: **Address does not meet Move Update standard.**

4. If the answer is "Yes", then go to the question on the right: **"Was address matched to a COA record?"** Most of the addresses within the mailing will be a "No" since most people don't move every 95 days. If so, follow the "No" line up and then to the right to the box that says: **Continue to use existing address for remainder of 95 days since address was updated - address currently meets Move Update standard.** No further action is necessary for these addresses for this mailing.

5. If, however, the answer to the question ("Was address matched to a COA record?") is "Yes," then proceed to the question on the right: **"Was updated address applied to mailpiece?"** In other words, determine whether you put the new address to which your customer just moved on the mailpiece?

6. If No, then go to the "red light" box on the left: **Address does not meet Move Update standard.** That address doesn't comply with the Move Update standard.

7. If your answer is yes, then go to the box on the right: **Address currently meets Move Update standard.** That address fully satisfies the Move Update standard for this mailing.

Figure 1 – Move Update Process
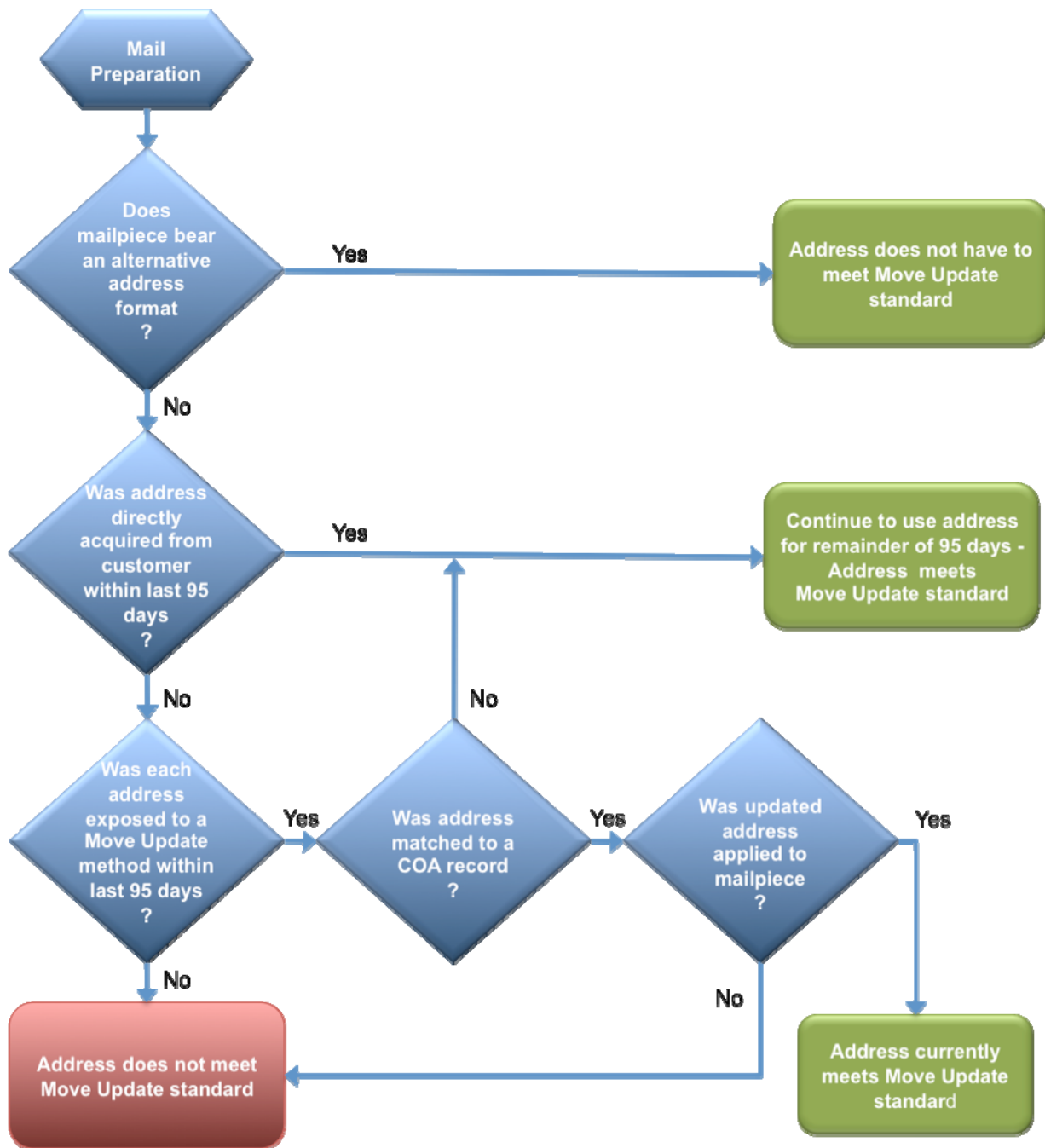
Move Update Methods

NCOA^{Link®}

NCOA^{Link} is a pre-mailing method available only through companies licensed by the U.S. Postal Service®. Licenses are available for 18-month and 48-month COA databases. Through the use of NCOA^{Link}, the mailer's electronic list is matched with permanent COA orders sent to the U.S. Postal Service by individuals, families, businesses, and Post Offices (in the case of PO Box closings and circumstances when people moved without filing a COA order). Updated COA data is provided to licensees weekly or monthly, depending on the terms of their license agreement. The mailer must update the address changes through NCOA^{Link} prior to mailing. By using NCOA^{Link} before mailing, the mailer reduces UAA handling costs for the U.S. Postal Service and the mailer.

NCOA^{Link} verifies and provides mailers with documentation showing each updated address and the date the move became effective. If the updated address is used then by the mailer, the Move Update standard has been met. The U.S. Postal Service strictly controls the matching logic of NCOA^{Link}.

An NCOA^{Link} licensee must obtain a signed Processing Acknowledgement Form from NCOA^{Link} services. This is required by the U.S. Postal Service to insure that customers are using NCOA^{Link} only for its intended purpose, which is to correct lists used to prepare mail.

In NCOA^{Link} processing, there are options available to control the name-matching routines. For example, if John Doe filed a family change-of-address indicating that everyone with the last name of Doe at a particular address was moving, then any match of the old address and the last name Doe is considered valid. This would cause mail for Mary Doe and Thomas Doe to be considered valid matches.

If the COA is filed as an individual, then the first name must agree before a match would be considered valid. If John Doe filed as an individual, then Mary Doe would not be considered a match. Individual matching does accommodate common name variations, such as John as a match to Johnny.

The purpose of having different NCOA^{Link} name matching processing modes is to allow for faster computerized processing, depending upon the business purposes of the user. When a customer uses NCOA^{Link}, it can specify how it wants the names on its lists to be matched. However, for a mailing to be compliant with the Move Update standard, Standard Name Matching mode must be used in processing the mailing list. If a customer chooses Individual/Business Only Name Matching, the address list will not qualify for Move Update. If Individual/Business Only Matching Logic is used, then only single-piece First-Class Mail prices can be claimed.

If a mailer submits an address to NCOA^{Link} and NCOA^{Link} returns an indicator that the customer has "Moved Left No Address" (MLNA), "PO Box Closed No Forwarding Order" (BCNO), or "Foreign Move," the mailer has up to 95 days to update the mailpiece while still claiming the discount. During that 95-day period, the mailer still can claim a discounted price. If after 95 days, the mailer has not obtained an updated address, mailpieces mailed to the old address must be mailed at the First-Class Mail single-piece price.

During the Performance Based Verification (PBV) Move Update verification, we report the

MLNA and BCNO as we would any other move. This means if a mailer continues to mail to the old address, those addresses will fail the PBV verification and potentially result in the mailer paying a Move Update assessment charge.

The U.S. Postal Service cannot provide an individual's new address when there is no forwarding order on file; however the USPS can, upon local postal knowledge, initiate an order to indicate "Moved Left No Address" or other similar "nixie" notice. The mailpiece will become UAA mail and returned or treated as waste, as determined by the class of mail and ancillary endorsement used.

For PBV Move Update verification, only return codes A, 2, 3, 91, 92 are used for "Matches." These return codes are as follows:

NCOA^{Link®} Return Code Description

CODE	DESCRIPTION
A	Address matches in NCOA^{Link} as is. Input record matched to a COA record. A new address could be furnished.
01	Found COA: Foreign Move – Found a COA for a Foreign Move. No forwarding address provided.
02	Moved Left No Address (MLNA) The input record matched to a COA record but the new address was not provided to the USPS.
03	BOX CLOSED, NO ORDER (BCNO) – The input record matched to a COA record containing an old address of PO Box, which has been closed without a forwarding address provided.
91	COA Match: Secondary number dropped from COA- the COA record had a secondary number and the input address did not.
92	COA Match: Secondary number dropped from input address – The input address had a secondary number and the COA record did not.

In addition to the codes above, NCOA^{Link} provides many other return codes that relay information to assist the mailer in gaining insights into why some matches occurred and others did not. Appendix 1 contains a listing of the major NCOA^{Link} return codes with appropriate action to be taken to stay compliant with Move Update. For a complete list of NCOA^{Link} return codes and description please visit http://ribbs.usps.gov/ncoalink/returncodes

The table below denotes how many months of data each NCOA^{Link} License's COA database contains and how often the data are refreshed.

NCOA^{Link} License	Number of Months COA Database Is in Effect	Update Frequency
Full Service Provider	48	Weekly
Limited Service Provider	18	Weekly
End User	18	Monthly

For details about NCOA^{Link} and how you can acquire a license, go to *http://ribbs.usps.gov/* or contact the National Customer Support Center NCOA^{Link} department by e-mail at *ncoalink@usps.gov* or by calling 800-589-5766.

FASTforward®

FASTforward is a pre-mailing method that uses a Multiline Optical Character Reader (MLOCR) system to print the COA update directly on the mailpiece. *FASTforward* contains change-of-address records maintained by the U.S. Postal Service® within the previous 18 months by relocating customers. As a mailpiece runs through the MLOCR, the names and addresses are checked against a U.S. Postal Service encrypted database. If a change-of-address is identified, the new address is printed directly on the mailpiece. Licensees receive COA updates weekly via CD.

Example of an MLOCR redirected mailpiece:
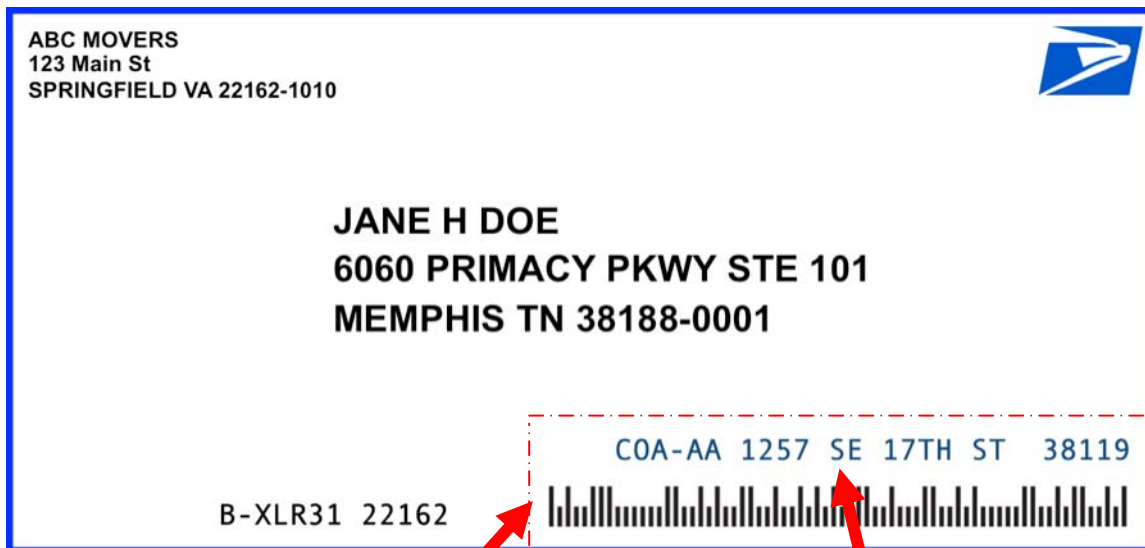
Barcode Clear Zone (See DMM 202.5)

The barcode clear zone is a rectangular area in the lower right corner of the address side of cards and letter-size pieces defined by these boundaries:

   a. Left: 4-3/4 inches from the right edge of the piece.

   b. Right: right edge of the piece.

   c. Top: 5/8 inch from the bottom edge of the piece.

   d. Bottom: bottom edge of the piece.

FASTforward- provided information

Within the Barcode Clear Zone in the lower right-hand corner of this mailpiece, the delivery point barcode indicates the customer's new address, which is printed in text immediately above the barcode. Because the barcode is for the new address, it will cause the mailpiece to be automatically directed to the customer's new address. The address text makes it easier for the carrier receiving this mailpiece to determine where it should be delivered.

In addition to the delivery address text, the mailpiece contains a code (following COA) that shows exactly which MLOCR sprayed this address -- **COA-AA**.

Similar to NCOA[Link], FASTforward offers several name matching processing modes, in order to allow for faster computerized processing. However, to be compliant with the Move Update standard, Standard Name Matching mode must be used.

FASTforward **Move Update Notification (FFMUN)**

Mailers using *FASTforward* have the option of using FFMUN to receive electronic files of COAs matched during the MLOCR run. The FFMUN service gives *FASTforward* Licensees a method to provide change-of-address information to customers in an electronic file. The electronic file can then be used to update the customer's database. It is the responsibility of the customer of the *FASTforward* Licensee to create the necessary applications to process the FFMUN electronic file.

Effective **July 1, 2009**, all Active Mode *FASTforward* processing must have the FFMUN option activated. *FASTforward* Licensees must make available the FFMUN service to all of their customers. FFMUN data may be provided to the *FASTforward* vendor or directly to the mailer.

The matrix below provides specifications on the proper handling of notifications provided by the FFMUN file. All FFMUN notifications provided to the mailer must be used to update all addresses with the new side address. (Also see Appendix 2)

FFMUN Responses:

Event	Returns New Side Address?	Action Required by Mailer?	Comment
Matched a COA	Yes	Yes	When *FASTforward*® makes a match to a COA, the new address is provided within the FFMUN file. To maintain Move Update Compliance, New Address must be used when the MED (Move Effective Date) is greater than 95 days.
MLNA	No	Yes	When *FASTforward* makes a match to a MLNA, the message "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information within the FFMUN file. To maintain Move Update Compliance, mailpieces with the Old Address must be removed from discounted mailings when the MED (Move Effective Date) is greater than 95 days.
BCNO	No	Yes	When *FASTforward* makes a match to a BCNO, the message "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information within the FFMUN file. To maintain Move Update Compliance, mailpieces with the Old Address must be removed from discounted mailings when the MED (Move Effective Date) is greater than 95 days.
Foreign Move	No	Yes	When *FASTforward* makes a match to a Foreign Move, the message "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information within the FFMUN file. To maintain Move Update Compliance, mailpieces with the Old Address must be removed from discounted mailings when the MED (Move Effective Date) is greater than 95 days.

For details, contact the Move Update Support Department at 800-589-5766 or by visiting the *FASTforward*® Page http://ribbs.usps.gov/index.cfm?page=fastforward

Ancillary Service Endorsements

Ancillary service endorsements can be used as a stand-alone method of meeting the Move Update standard. When an ancillary service endorsement is used, the process of notifying a mailer that a mailpiece was UAA is done via a hardcopy notice (PS Form 3547) or by returning the mailpiece with the notice information on the piece. The hardcopy notice provides a photocopy of the UAA mailpiece with either the moving customer's new address or the reason why the mailpiece could not be delivered.

Ancillary Service Endorsements by themselves are the "low tech," and often the easiest, means for mailers to meet the Move Update requirement. However, because stand-alone ancillary service endorsements require manual operations, they are often the most costly and least effective way to maintain address lists for customer change-of-address.

Because ancillary service endorsements drive exactly how a mailpiece will be handled and may incur additional costs to the mailer, mailers should be <u>extremely careful</u> when using ancillary service endorsements to be certain they are getting what they expect and what they need.

Mailers wishing to meet the Move Update standard while using an ancillary service endorsement must (1) send at least one mailpiece to the address with an approved ancillary service endorsement at either a single-piece First-Class Mail® price or via any other class of mail (2) within 95 days prior to the use of the address in a commercial First-Class Mail or any Standard Mail® mailing. To complete the Move Update process, mailers who used the ancillary service endorsement must make any returned address changes before mailing to the address again. Mailers may combine ancillary service endorsements with other approved Move Update methods.

When using ancillary service endorsements, mailers must keep address-correction records for at least one year, to show that they have met the Move Update standard. Different mail classes have different default treatments for unendorsed UAA mail. For First-Class Mail, the default treatment for mailpieces that cannot be delivered as addressed is either for the mailpiece to be forwarded or to be returned to the sender. In the Periodicals class, the default treatment of UAA mail is for the mailpieces to be forwarded for the first 60 calendar days following an addressees' move date and to be disposed of after that period. For Standard Mail and Bound Printed Matter, the default treatment of UAA mail is to dispose of it. (See DMM 507.1)

By using ancillary service endorsements, mailers can request address corrections for UAA mailpieces. In addition, a mailer can instruct the U.S. Postal Service how it wants UAA mailpieces to be handled. For example, a mailer can indicate its desire to have UAA mailpieces forwarded, returned-to-sender, or disposed of (choices are more limited for Periodicals publications).

By using ancillary service endorsements, a mailer also can instruct the U.S. Postal Service to handle any UAA mailpieces in a manner other than the default treatment provided for the particular class of mail. For example, First-Class Mail mailers can tell the U.S. Postal Service to dispose of UAA mailpieces rather than forwarding or returning them, and Standard Mail mailers can indicate their desire to have any UAA mail forwarded (when possible) to the addressee's new address.

For example, mailers who want to receive manual address corrections can do so by printing an ancillary service endorsement on the mailpiece to trigger the return of a hard-copy correction notice. As an illustration, a First-Class Mail mailer wanting hard copy address correction notices for forwarded mailpieces uses "Address Service Requested." This causes a hard copy address

correction notice (PS Form 3547) to be provided. A fee is charged for the provision of the hard copy address correction notice in this example. In another example, a First-Class Mail mailer who wants all UAA mail to be returned prints "Return Service Requested" on the mail. This results in all UAA mail being returned-to-sender with the reason for non-delivery or the moving customer's new address affixed to the mailpiece.

If a mailer wants other than default handling of UAA mail, the mailer must use ancillary service endorsements to indicate how they want UAA mail to be handled by the U.S. Postal Service. Ancillary service endorsements are printed on a mailpiece and recognized by the U.S. Postal Service when processing UAA mail. The valid ancillary service endorsements and their common abbreviations used within this document are below:

- Address Service Requested (ASR) (the only option for Periodicals)

- Change Service Requested (CSR)

- Return Service Requested (RSR)

- Temp-Return Service Requested (TRSR) – for First-Class Mail® mailpieces only

- Electronic Service Requested (ESR) – for ACS™ or OneCode ACS® only

When mailers use an ancillary service endorsement on a mailpiece, they are requesting additional services in conjunction with the handling of their UAA mail. The use of an ancillary service endorsement represents the mailers' acknowledgement of an agreement to pay any additional fees associated with these additional services.

As an example, the use of Address Service Requested on a Standard Mail® mailpiece will provide forwarding if a change-of-address is on file and return of undeliverable mailpieces at a weighted fee. Since forwarding is not normally provided as part of Standard Mail processing, the mailer pays a weighted fee for any pieces that are not forwardable and are subsequently returned. The weighted fee paid for returned pieces covers more than the cost of returning the piece because it also covers the percentage of Standard Mail that is forwarded.

Placement of Endorsement:

The endorsement must be placed in one of these four positions:

1. Directly below the return address, with at least ¼" clearance.

2. Directly above the delivery address area (which includes the delivery address block and any related non-address elements such as a barcode, keyline, or optional endorsement line).

3. Directly to the left of the postage area and below or to the left of any price marking.

4. Directly below the postage area and below any price marking.

Note: pieces with an alternative addressing format (such as the addressee's name and "Or Current Resident" and the delivery address) must not use an ancillary service endorsement.

Ancillary Endorsements That, Standing Alone, Do Meet the Move Update Standard

Ancillary service endorsement requirements differ for First-Class Mail® and Standard Mail®, as follows:

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
For more Information	See DMM 507.1.5.1.	See DMM 507.1.5.3.
Return Service Requested Mailpiece returned with new address or reason for nondelivery attached.	No charge.	Appropriate single-piece First-Class Mail or Priority Mail price charged.
Change Service Requested [1]	Not available as a Stand-Alone method to meet the Move Update standard - must be used with ACS.	Separate notice of new address or reason for nondelivery provided; mailpiece disposed of by USPS. Address correction fee charged.
Temp—Return Service Requested	Piece returned with new address or reason for nondelivery attached. If temporary change of address, piece forwarded; no separate notice of temporary change of address provided. No charge.	Not Available for Standard Mail
Address Service Requested **Months 1 through 12:** mailpiece forwarded; notice of new address provided, address correction fee charged.	Mailpiece forwarded at no charge. Address correction fee charged.	Mailpiece forwarded at no charge. Address correction fee charged.
Months 13 through 18: mailpiece returned with new address attached.	Mailpiece returned at no charge.	Mailpiece returned Weighted fee charged. [2]
After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.	Mailpiece returned at no charge.	Mailpiece returned Weighted fee charged. [2]

1. For First-Class Mail and Priority Mail, Change Service Requested is only available with electronic Address Change Service (ACS). Only available for Priority Mail pieces containing perishable matter that bear the endorsement "Perishable." Delivery Confirmation and Signature Confirmation are the only two special services permitted with this endorsement.

2. Weighted fee is the appropriate single-piece First-Class Mail or Priority Mail price for the piece plus the nonmachinable surcharge if it applies (DMM 101.1.2), multiplied by 2.472 and rounded up to the next whole cent. For letter-size weighted fee prices, see DMM 243.1.5.2.

For more information about ancillary service endorsements, see *Mailing Standards of the United States Postal Service*®, Domestic Mail Manual (*DMM*®) section 507.1.5 for complete details on each endorsement.

ACS™

ACS is a post-mailing address correction service that allows mailers to receive change-of-address (COA) information and other reasons for non-delivery electronically. ACS has many benefits over manual address corrections. (See Appendix 3 for a list of ACS return codes).

 ACS users can:

- Reduce manual address costs.

- Reduce labor-intensive address change functions by eliminating returned mail.

- Choose when to receive fulfillment of time-sensitive information on a daily, weekly, or monthly schedule.

- Retrieve address change information electronically via a secure Internet site to allow automated updating of mailing lists.

- Receive notifications that relate specifically to their address files.

ACS is available for use with all classes of mail. Further, ACS usage can be combined with ancillary service endorsements.

Using ACS does not guarantee that it will eliminate all hardcopy or manual notices that a mailer may receive. There are a number of cases when a manual or hardcopy notification will be provided, even when the mailer uses ACS. In general, however, ACS will reduce the costs associated with manually updating address files for changes-of-address.

Mailers have three distinct versions of the ACS service at their disposal to receive address corrections and to instruct the U.S. Postal Service® on how to handle their UAA mail that carries an Intelligent Mail barcode. The means by which a mailer can receive ACS address corrections are:

- Traditional ACS™

- OneCode ACS®

- Full-Service ACS

Traditional ACS is the original ACS program. It uses a separate Participant ID and optional Keyline printed on the mailpiece to obtain electronic address corrections. The Participant ID is always a 7-character alpha string that is preceded by a pound sign symbol, for example, #BWNABCD.

Both OneCode ACS and Full Service ACS use Intelligent Mail barcodes as the basis of obtaining electronic address corrections.

If manual address correction notices are still desired, a mailer must use the correct Service Type ID. If the Service Type ID reflects either Traditional ACS or OneCode ACS, the correction notice will generally be provided electronically, rather than in hard copy format.

Traditional ACS

Traditional ACS is available for all classes of mail. The mailer must include a printed ancillary service endorsement and an alpha participant code to activate the ACS data in the address

block. A keyline is recommended but optional. For the fee structure, see *DMM*® 507.4.1.

Mailers using Traditional ACS can select how frequently they receive address correction notifications: daily, weekly, biweekly, monthly, or bimonthly. They can receive notifications electronically via a secure Web site or on CD-ROM.

To trigger electronic address corrections through the Traditional ACS program, a mailer must print an ancillary service endorsement on the mailpiece and show a Service Type ID associated with Traditional ACS. In addition, the Mailer ID used in the barcode on these pieces must not be registered for ACS. Publication 8A – *Address Change Service – Traditional* has further information on Traditional ACS.

Features

The following applies to Traditional ACS service:

- Address Service Requested, Change Service Requested, and Electronic Service Requested are authorized ancillary service endorsements.

- Address correction and mailpiece disposition options must be incorporated in the mailer profile maintained by the NCSC ACS department.

- Traditional ACS mailers receive notifications electronically via a secure Web site or a CD-ROM.

- Processing COA information electronically speeds entry, reduces errors, and lowers processing costs.

Keep in mind that, to complete the Move Update process, mailers who rely on ACS or printed ancillary service endorsements without ACS must incorporate the address changes received within 95 days prior to subsequent mailings. If an address used on a mailpiece in a mailing at one class of mail is updated with an approved method, the updated address may be used during the following 95 days in another mailing as well as another class of mail.

Example of an ACS™ Mailpiece:

Note: Both the Participant Code and Keyline must always be preceded by a pound sign (#). For window envelopes, the U.S. Postal Service will perform a Tap Test from top & bottom to make sure that the Participant code can always be seen.

In the example above, the ACS participant code is left-justified on the top line of the address.

The Optional Keyline is user-definable, ending with a correct check-digit. The keyline can be used to automatically update the customer record with new address information.

Mailers who wish to participate in the Traditional ACS program must apply to the ACS department at the National Customer Support Center (NCSC). For further information, refer to USPS Publication 8A, or go to *http://ribbs.usps.gov/* and click on ACS under the Move Update link, or contact the NCSC ACS department at 877-640-0724.

OneCode ACS

OneCode ACS is available for all classes and shapes of mail except parcels. It uses an Intelligent Mail® barcode that identifies the mailer and the type of service.

OneCode ACS is a fully-automated service that greatly reduces the amount of resources required to identify the mailer and the mailer's choice of services, and to provide feedback to the mailer regarding the disposition of the mailpiece. Attractive pricing for mailers using OneCode ACS is provided based on this efficiency. Another benefit is accuracy – reading data from a barcode is extremely efficient and accurate. Additionally, combining the POSTNET barcode and ACS™ code into OneCode ACS® frees up a great deal of "real estate" on a mail piece, giving mailers the advantage of having more space to utilize for customer messaging, or to leave the mailpiece cleaner and more streamlined.

Using the flexibility of the standardized Intelligent Mail barcode, the numeric Mailer ID is embedded within the barcode in place of printed ACS information, resulting in a cleaner mailpiece.

Another benefit of OneCode ACS is that a single numeric Mailer ID can be used for all classes of mail. Under traditional ACS, you need a different code for each class of mail.

For Standard Mail®, OneCode ACS requires a printed ancillary service endorsement in conjunction with an Intelligent Mail barcode and a Mailer ID.

Features

The following applies to OneCode ACS:

- Address Service Requested, Change Service Requested, and Electronic Service Requested are authorized ancillary service endorsements.
- Address correction and mailpiece disposition options must be incorporated in the mailer profile maintained by the NCSC ACS department.
- OneCode ACS with IMb mailers are notified electronically of a COA or a reason for nondelivery and when mailpiece modifications are required.
- Processing COA information electronically speeds entry, reduces errors, and lowers processing costs.
- Mailers using OneCode ACS receive notifications via a secure Web site.

Example of OneCode ACS with Intelligent Mail Barcode:
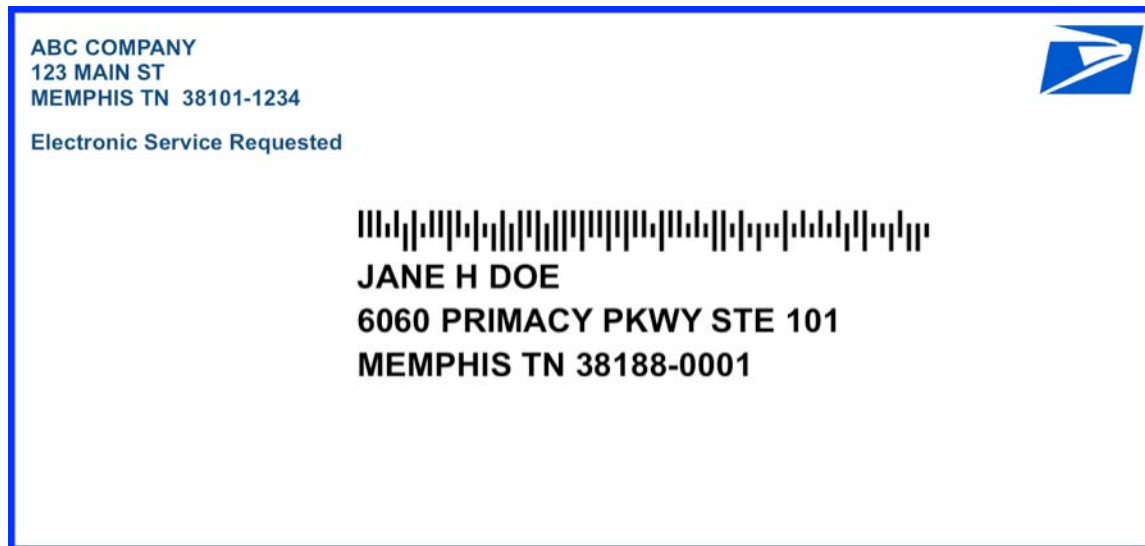
Note: "Electronic Service Requested" is an umbrella endorsement that requires the additional information provided by the Service Type Identifier or the Traditional ACS participant ID.

For more information about the technical aspects of OneCode ACS, please refer to Publication 8B (*OneCode ACS Technical Guide) at* http://ribbs.usps.gov/acs/documents/tech_guides/PUB8B.pdf. For more information on using Service Type Identifiers (STID) refer to *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides under important links.

Full Service ACS

Effective May 2009, two options were enabled for using Intelligent Mail® barcodes: Basic Option and Full-Service Option.

- **Basic Option** - mailers must use the Intelligent Mail barcodes on their letter and flat mailpieces in place of the POSTNET barcode.

- **Full-Service Option** - mailers must use Intelligent Mail barcodes that provide unique identification of the mailpiece, tray or sack label and containers. In addition, mailers must provide their mailing information electronically to the U.S. Postal Service.

Full-Service ACS™ differs from both OneCode ACS® and the traditional ACS program in several ways, although all three processes provide similar information. The most notable differences involve three components:

- Pricing (Full-Service ACS is a no-cost service for specific time frames)

- Record format and layout

- Fulfillment method

Refer to Publication 8A (*Address Change Service – Traditional*) and Publication 8B (*OneCode ACS Technical Guide*) for complete details on the record formats and data transmission methods of Traditional ACS and OneCode ACS.

For Full-Service ACS, the electronic record format is different from those of both OneCode ACS and Traditional ACS: for Full-Service ACS, the information comes to the customer by a number of different electronic channels and is a no-cost service (with the exceptions noted above). Refer to *A Guide to Intelligent Mail for Letters and Flats*, Section 4 for full details on the fulfillment methods.

For Intelligent Mail® barcode users who choose OneCode ACS® or Full-Service ACS™, the Mailer ID in the Intelligent Mail barcode *must* be registered with ACS. Use of the Intelligent Mail barcode, in and of itself, does not automatically trigger ACS data collection and generation.

New Mailer IDs will have a Full-Service ACS default profile created automatically. If mailers want no ACS services, Traditional ACS, or OneCode ACS, or if they want options different from the default option for the new Mailer ID (MID), they should contact the National Customer Support Center (NCSC) in Memphis after the MID is created. The NCSC will work with the mailer to ensure that the mailer's profile matches the desired mailpiece disposition and address correction handling.

Mailers using Intelligent Mail barcodes who also want to receive both Traditional ACS and Full-Service ACS information will need at least two Mailer IDs: one with an ACS profile and one without.

For all ACS services, the NCSC in Memphis creates a profile for the Participant ID (Traditional ACS) or the Mailer ID (OneCode and Full-Service ACS) under the mailer's account number. The profile describes the class(es) of mail and ACS service(s) associated with the ID.

The NCSC works with each mailer to ensure that the mailer's profile matches the desired mailpiece disposition and address-correction handling.

Mailers can make fulfillment changes by contacting the ACS department at acs@usps.gov, or by calling 877-640-0724. Contact the NCSC if you wish to review the profile information for any of your IDs. Mailers may also continue to use PS Forms 3572 or 3573, as appropriate, to change the profile information associated with a Participant Code or Mailer ID.

There are a few important technical points for all ACS customers to keep in mind. For mailers who use Traditional ACS in conjunction with Intelligent Mail barcodes, the Mailer ID in the Intelligent Mail barcode should NOT be registered with ACS. The mailer should instead have a Participant Code and use that code on each mailpiece.

For Intelligent Mail barcode users who choose OneCode ACS or Full-Service ACS, the Mailer ID in the Intelligent Mail barcode MUST have an ACS profile. Use of the Intelligent Mail barcode, in and of itself, does not automatically trigger ACS data collection and generation.

One final technical note: Mailer accounts may contain multiple profiles. Mailers who anticipate using both Traditional ACS and OneCode ACS or Full-Service ACS may wish to establish a separate account for their Traditional ACS profiles. The output format of the ACS data for Traditional ACS will convert to the output format of OneCode ACS if both services appear in profiles under a single account.

Full-Service Change-of-Address (COA) and Nixie Feedback

Full-Service ACS comprises two feedback products: Change of Address (COA) information

when a new address is available for the intended recipient, and nixie information when the piece is not deliverable at all.

Listed below are examples of the Action Code and Deliverability Code Types found in the Full Service ACS and Nixie report.

Action Code	Identifies action taken for the returned mail	Alpha	F = Forwarded W = Wasted R = Returned U = Unable to determine action
Deliverability Code Type	Delivery Code Type	Alpha	<blank> = COA Match with new address K = COA Match, no forwarding address G = COA Match, PO Box Closed, no forwarding address W = COA Match with a temporary COA. Note: Foreign addresses are currently not supported by *PostalOne!* SASP file structures.

Change of Address Feedback: Mailers presenting Full-Service mailings are provided an online Change of Address detail report and automated data exchange using Mail.XML. The report provides information, including the original Intelligent Mail® barcode on the piece, the move effective date, and the old and new addresses. The keyline that was provided in the electronic documentation will also be provided. The Full Service Address Correction Delivery and Response message in the Mail.XML specification supports this data exchange.

ACS™ COA feedback is distributed for Full-Service pieces beginning with the May 2009 and November 2009 Releases. For copalletized mailings, ACS COA feedback is based on the original electronic documentation piece level data provided.

To obtain information about the online reports, see the *User Access to Electronic Mailing Information and Reports Guide,* which is available on RIBBS™. It contains information on the interface, the data elements provided, and the file structure. The specifics of Mail.XML data provisioning are available in the *Postal Service Mail.XML Technical Specification.*

Nixie Feedback: Mailers presenting Full-Service mailings are provided an online nixie detail report and automated data exchange. The report provides information including the original Intelligent Mail barcode on the piece, the nixie reason, and the original address on the mailpiece. The keyline that was provided in the electronic documentation is also included in the report.

The Full Service nixie Detail Delivery and Response messages in the Mail.XML specification support this data exchange.

ACS COA feedback is distributed for Full-Service pieces beginning with the May 2009 and November 2009 Releases. For copalletized mailings, ACS COA feedback is based on the original electronic documentation piece level data provided.

To obtain more information about the online reports, see the *User Access to Electronic Mailing Information and Reports Guide,* which is available on RIBBS. It contains information on the interface, the data elements provided, and the file structure. The specifics of Mail.XML data provisioning are available in the *Postal Service Mail.XML Technical Specification.*

Using Ancillary Service Endorsements with ACS

Ancillary service endorsements may be use in conjunction with the ACS programs. When an ancillary service endorsement is used in conjunction with either the ACS or the OneCode ACS program, electronic notification of the UAA mailpiece is provided. This electronic notice also provides the moving customer's new address or the reason why a mailpiece could not be delivered. The only ancillary service endorsements available within ACS or OneCode ACS are Address Service Requested, Electronic Service Requested, and Change Service Requested (see also *DMM*® 507.1.5 and 507.4).

Ancillary service endorsement used in conjunction with ACS requirements differ for First-Class Mail® and Standard Mail®, as follows:

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
For more Information	See DMM 507.1.5.1.	See DMM 507.1.5.3.
Change Service Requested *Option 1*	Separate notice of new address or reason for nondelivery provided (address correction fee charged); mailpiece disposed of by USPS.	Separate notice of new address or reason for nondelivery provided (address correction fee charged); mailpiece disposed of by USPS.
Change Service Requested *Option 2* **Months 1 through 12:**	Mailpiece forwarded (no charge); separate notice of new address provided (address correction fee charged).	Not Available for Standard Mail conjunction with ACS
Months 13 through 18:	Mailpiece disposed of by USPS, separate notice of new address provided (address correction fee charged).	
After 18 months or if undeliverable at any time:	Mailpiece disposed of by USPS; separate notice of reason of nondelivery provided (address correction fee charged).	
Address Service Requested *Option 1* **Months 1 through 12:**	Mailpiece forwarded at no charge. Separate notice of new address provided, address correction fee charged.	Not Available for Standard Mail in conjunction with ACS
Months 13 through 18:	Mailpiece returned with new address attached at no charge.	
After 18 months or if undeliverable at any time:	Mailpiece returned with reason for nondelivery at no charge.	
Address Service Requested *Option 2* **Months 1 through 12:**	Mailpiece forwarded (no charge); separate notice of new address provided (address correction fee charged).	Mailpiece forwarded ($0.35 per letter, $1.05 per flat postage charged to mailer), separate notice of new address provided. Address correction fee charged.
Months 13 through 18:	Mailpiece returned with new address attached (no charge); separate notice provided (address correction fee charged).	Mailpiece returned with new address attached (First-Class Mail price charged).

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
After 18 months or if undeliverable at any time:	Mailpiece returned with reason for nondelivery attached at no charge; separate notice of reason for nondelivery provided (address correction fee charged).	Mailpiece returned with reason for nondelivery attached (First-Class Mail price charged).
Electronic Service Requested	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested" and "Change Service Requested" handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to request this service through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.	
Return Service Requested *No forwarding, only return. New address notification provided.* Mailpiece returned with new address or reason for nondelivery attached.	Not Available for use / with ACS	Not Available for use / with ACS
Temp—Return Service Requested Piece returned with new address or reason for nondelivery attached. If temporary change of address, piece forwarded; no separate notice of temporary change of address provided.	Not Available for use / with ACS	Not Available for use / with ACS

* A weighted fee is charged when an unforwardable or undeliverable piece is returned to the sender and the piece is endorsed "Address Service Requested" or "Forwarding Service Requested." The weighted fee is the First-Class Mail or Priority Mail single-piece price and, if applicable, the nonmachinable surcharge (see DMM 123.1.0 or 133.1.0), multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Using "Address Service Requested" or "Forwarding Service Requested" obligates the sender to pay the weighted fee on all returned pieces.

Ancillary Service Endorsements with Basic or Full-Service ACS IMb Mailings

Mailings made under either Basic or Full-Service ACS with Intelligent Mail® barcodes (IMb) must use either a printed ancillary service endorsement or a Service Type ID, or both, to indicate the desired handling of any UAA mailpieces whenever a handling other than the default handling of UAA mail is desired. A printed ancillary service endorsement is always required to be present on Standard Mail or Bound Printed Matter mailpieces in addition to being specified in the Service Type ID whenever handling other than the default UAA treatment is desired. This is true regardless of whether the mailer is seeking hard copy address correction notices or electronic address correction notices through ACS or OneCode ACS®.

First-Class Mail® mailpieces require a printed ancillary service endorsement on the mailpiece if the mailer desires to receive hard copy address correction notices. If the mailer desires electronic address correction notices through the traditional ACS program, the mailer must use both a printed ancillary service endorsement and a matching Service Type ID. First-Class Mail letter mailers who want to receive electronic address corrections through OneCode ACS, or as part of Full-Service ACS mailings, are not required to have a printed ancillary service

endorsement but must have the appropriate Service Type ID. First-Class Mail flats mailers must use a printed ancillary service endorsement and the appropriate Service Type ID in order to receive address correction notices through OneCode ACS as part of Basic or Full-Service IMb for mailpieces that are undeliverable for reasons other than a customer move.

Any First-Class Mail mailpieces that the mailer prefers to have the U.S. Postal Service dispose of rather than return-to-sender must have a Service Type ID that indicates "Change Service Requested," and the Mailer ID must be enrolled in either the Traditional ACS™ or OneCode ACS® programs.

On Basic mailings for which address correction is not desired, mailers must not include a printed ancillary service endorsement.

For more information about Full Service ACS, please refer to *A Guide to Intelligent Mail for Letters and Flats*, Section 4 for full details on the fulfillment methods or by contacting the ACS department at acs@usps.gov, or by calling 877-640-0724. Contact the NCSC if you wish to review the profile information for any of your IDs. For more information on using "Electronic Service Requested" and the Service Type Identifier (STID) refer to A Guide to Intelligent Mail for Letters and Flats at http://ribbs.usps.gov/intelligentmail_guides under important links.

Alternative Move Update Methods

The Alternative Move Update methods, Legal Restraint and 99 Percent Accurate, apply to First-Class Mail® only. A mailer's use of either method must be approved by the NCSC. To find out if you qualify, call the NCSC Move Update department at 800-238-3150.

Legal Restraint Method

Mailers of First-Class Mail pieces who claim they are restricted by law from incorporating U.S. Postal Service COA information into their mailing lists without permission from addressees may request NCSC approval to meet their Move Update standard using the Legal Restraint method. Such mailers must be able to clearly demonstrate how the use of a primary Move Update method would violate the law.

The request for approval for authorization to use the Legal Restraint method (which must be made in a letter to the NCSC) must identify the law that prohibits the use of a primary method of Move Update compliance and must provide a flowchart and/or process description of the Move Update method currently being used and the related confirmation process. This requirement to obtain authorization ot use the Legal Restraint method also applies to Federal, state, and local government mailers.

Mailers wishing to use the Legal Restraint method must follow steps 1 through 6 below:

1. Receive U.S. Postal Service® COA information using one of the two "pre-mailing" primary methods (NCOA^Link® or *FASTforward*®) no more than 95 days before the mailing.

2. For each address identified as having a COA:

   a. Contact the addressee within 30 days after receiving the COA information.

   b. Request confirmation of the move in a format that will satisfy legal requirements.

      c.   Choose the format with which to receive confirmation from the addressee — written, telephoned, or electronic.

      d.   Send written notification to the new address.

3.   Incorporate all COA confirmations received in response to step 2 into the mailing list within 30 days of receiving confirmation from the customer.

4.   If no confirmation is received from the addressee of a letter under step 2 within 180 days of sending a written notification to the new address, future mailing to the addressee must be made at the single piece first-Class mail price.

5.   Keep documentation of the process described in steps 1 to 4 for one year, including dates on which each step was performed, number of COA orders identified, number of confirmation requests, and evidence that demonstrates that updates have been incorporated into the mailing list.

6.   Provide documentation to the U.S. Postal Service upon request.

Move Update processing must be done 95 days prior to mailing. Should there be any need to change the procedures outlined in your description, you are required to inform the NCSC prior to making the change to retain authorization for the Legal Restraint alternative method.

99 Percent Accurate Method

Some mailers believe that their customers diligently notify them of address changes, making their address lists as accurate as possible. They believe that the U.S. Postal Service® Move Update methods are unnecessary and add no value to their mailings. Under these circumstances, mailers who can demonstrate that their internal list management maintains address quality at 99% or greater accuracy for changes of address may be authorized to comply with the Move Update standard through the 99 Percent Accurate method.

The 99% Accurate test is a computer-based process that performs U.S. Postal Service ZIP + 4® coding and change of address processing utilizing the customer's file as input. The 99% Accurate test is accomplished by submitting the mailer's address files to the U.S. Postal Service for processing.

The purpose of the 99% Accurate test is to determine whether 1% or less of the addresses on the mailer's list has a change of address on file, and to identify addresses that do not ZIP + 4 code.

Mailers who wish to use the 99% Accurate method to comply with the Move Update standard must submit an application for approval. The verification process takes approximately 7 to 10 business days.

Mailers who believe their lists are already accurate may meet their Move Update standard by using a printed ancillary service endorsement, which will be at minimal cost to them if the list is up-to-date, thus resulting in very few returns. Alternatively, to obtain approval for use of the 99 Percent Accurate method, mailers must follow the validation process described in steps 1 through 4 below:

1.   Provide an address list in an electronic format that meets U.S. Postal Service guidelines. The mailer must identify the name of the list and include 100 percent of the addresses in the list. The U.S. Postal Service will match the list against its COA information for an

initial charge of $1 per thousand addresses and a minimum charge of $100.00.

2. If 1% or fewer of the name and address combinations on the mailer's mailing list match up to name and address combinations in the Postal Service's records for which COAs have been filed (that do not match the address provided by the mailer) and the mailing list meets the CASS™ address quality standards, then the mailer will be permitted to mail at discounted postage prices through compliance with the Move Update standards by means of the 99 Percent Accurate method. The mailer will receive written documentation from the NCSC that the list has met the Move Update standard. NCSC documentation will identify the list by name, the number of addresses that matched the NCOA$^{Link®}$ file, and the percentage of the list that had COA matches. Additionally, addresses with COAs will be identified so that the mailer can update the address information.

   Please be advised that the mailer is only covered for the specific list/file that has been tested. The 99% Accurate Method <u>is not</u> a blanket authorization for discounted postage prices on all mailings made by the mailer.

   If COAs matching name and address combinations on the mailer's list exceed 1%, the mailer will not be approved to use the 99 Percent Accurate method and must use one of the four primary Move Update methods if it wishes to mail at discounted postage prices, but will be permitted to reapply for an alternative method after 3 months.

3. Mailers whose lists meet the 1% requirement may mail at the discounted postage prices using the tested list for the next year. However, if the content of the tested mailing list file changes by more than 1% since the last audit, the list will no longer be in compliance and the mailer must notify the NCSC in writing. Recertification testing must be performed within 90 days of receipt of the mailer's written notification. In the interim, the mailer must then use one of the four primary Move Update methods and will have to wait three months to reapply for the alternative method.

4. Repeat steps 1 and 2 annually.

If the mailing list is in compliance after the third year, the mailer is permitted to mail at the discounted postage prices on the basis of the 99 Percent Accurate authorization for the next four years. At the end of each 4-year cycle, the mailer again must show that the mailing list qualifies for the 99 Percent Accurate method. If the list does not meet the requirements of the 99 Percent Accurate method at that time, then it must be revalidated using the initial verification process.

Mailers who have reached the 4-year cycle must submit an annual letter to the U.S. Postal Service confirming their eligibility and identifying any changes to their business, as follows:

- Merger or acquisition of the company whose list is validated.

- Change in the customer base or the address data that make up the mailing list that is greater than 1% of the total list.

- Changes in or modifications to the address matching tools used in the CASS™, NCOA$^{Link®}$, or *FASTforward*$^®$ processes.

- Change in the type of business originally validated.

- Change in the systems that maintain address information that requires customers to change how they update their addresses.

If the annual letter is not submitted, then Move Update compliance is no longer established, and revenue deficiencies might result.

99% Accurate Testing Process

Mailer must pay a fee of $1.00 per 1,000 addresses, which is due at the time of processing. There is a $100.00 minimum fee for files to be processed. The fee, which represents neither a purchase nor a sale, may be adjusted to reflect the current U.S. Postal Service® cost of providing system support and auditing service. Postal money orders cannot be for more than $1,000.00. Mailers who will use the ACH (Automated Clearing House) payment method should contact Account Receivable at 800-331-5746.

The U.S. Postal Service may perform additional 99% Accurate test quality reviews as frequently as it determines necessary. To ensure the integrity of the mailing lists, mailers must be prepared to demonstrate their continued compliance with address quality and to maintain the required 99% accuracy.

Please refer to Appendix 5 for complete details on the General and Specific Testing Requirements including file layout and format.

If in Doubt, Ask

The U.S. Postal Service® is eager to guide you through each Move Update method. Our goal is to give you the best service at the lowest cost.

If you have any questions or need additional information, please email the Move Update department ncsc.moveupdate@usps.gov, visit the U.S. Postal Service Web site at *www.usps.com/ncsc/services/* or call the NCSC at 800-238-3150.

Move Update Questions and Answers

ACS™ / OneCode ACS®

Q1: **I am preparing my first direct mail campaign using Standard Mail®. I purchased a mailing list. The broker said I needed to do the Move Update processing before I mail and that I cannot use an ancillary service endorsement or ACS/OneCode ACS on my mailpieces to meet the Move Update standard. Is this true?**

A1: Your broker is correct. An ancillary service endorsement or ACS/OneCode ACS cannot be used to qualify the first mailing to an address, unless you received that address directly from your customer within 95 days of your mailing. Before you mail, you must use a pre-mailing Move Update method such as NCOA^Link® or *FASTforward*® MLOCR to catch potential UAA addresses due to customer moves. For all of your subsequent mailings to that address, you may use a post-mailing Move Update method like ancillary service endorsement or ACS/OneCode ACS, as long as it will be no more than 95 days before your next mailing. When you receive a change of address notification, simply update your customer's record within your mailing list database and use that new address for future mailings.

Q2: **For my first mailing, I used a pre-mailing Move Update method on all of my addresses. For subsequent mailings, can I use <u>any</u> ancillary service endorsement on my mailpieces to meet the Move Update requirement for those mailings?**

A2: No. Only certain endorsements can be used as a stand-alone method for meeting the Move Update requirement. For First-Class Mail®, the following endorsements meet the Move Update standard as a stand-alone method: Address Service Requested, Return Service Requested, and Temp-Return Service Requested. For Standard Mail, the following endorsements meet the Move Update standard as a stand-alone method: Address Service Requested, Return Service Requested, and Change Service Requested.

On First-Class Mail, Change Service Requested is only available when used in conjunction with ACS. Electronic Service Requested must be used in conjunction with ACS/OneCode ACS, but Electronic Service Requested just acts as a pointer to another actual service, such as Address Service Requested or Change Service Requested which exists in the mailer's ACS profile. Forwarding Service Requested does not meet the Move Update standard. For more information about the use of each endorsement, see *DMM®* section 507.1 at *http://pe.usps.com/text/dmm300/507.htm*.

ACS™ / OneCode ACS® and <u>Non-U.S. Mailers</u>

A foreign mailer can use NCOA^Link, *FASTforward*, ACS (OneCode or Traditional), and Ancillary Service Endorsements with some restrictions.

Q3: **If I want to use ACS or OneCode ACS, can I get electronic address corrections if my place of business is in Canada?**

A3: Yes. If the business in Canada, or any other country, has a legitimate domestic US return address, ACS and OneCode ACS can be used.

ACS and OneCode ACS are dependent upon the mailer's request for ancillary service endorsement and in many cases require a printed endorsement in addition to the service request embedded in the Intelligent Mail® barcode. The same dependency on the domestic return address printed on the front of the mailpiece also applies to ACS and OneCode ACS mail.

DMM® 602 1.5.3 requires that the sender's domestic return address must appear legibly on mail of any class, when the mail's return and/or an address correction service is requested.

Fulfillment of ACS™ address change information may be retrieved electronically via a secure Internet site. The NCSC provides a login and password to the ACS participant. If Traditional ACS is requested, CD-ROM media can be mailed only to a domestic address.

Q4: **We plan to use the Intelligent Mail® barcode on First-Class Mail® to request OneCode ACS® service and are not required to print an ancillary service endorsement on the mailpiece to request address correction service. Am I eligible to receive electronic address corrections even though my return address is not a domestic US address?**

A4: No. All mailpieces that request address correction services are required to bear a domestic US return address to be eligible to receive the address correction electronically.

Alternative Methods

Q5: **Can a mailer who constantly polls for correct address information meet the Move Update standard? (e.g., Check this box to indicate whether you have moved. If you have, provide your new mailing address.)**

A5: Only if the mailer is eligible to use an alternative Move Update method, can prove that this type of polling results in the mailer maintaining the required 99 percent accuracy rate, and the mailer gets approval by the NCSC to use the 99 percent accuracy method as an alternative method.

Q6: **My business does not maintain a mailing list with an address-update cycle. How does the Move Update standard apply when my customer provides an address?**

A6: If you send the mailpiece to the address within 95 days of the date the address was provided by the customer, the address complies with the Move Update standard. If you use the address 95 days or more after it was provided, you must use a pre-mailing method such as NCOA^Link® or *FASTforward*®.

Q7: **Our company has been granted the Legal Restraint authorization to mail out sensitive insurance premium notices to our insurers. Will we also be able to use**

Legal Restraint authorization for our advertisement mailing, if we mail to the same list?

A7:   The Legal Restraint authorization was granted only for the specific type of mailing that you are legally restricted from updating with USPS-supplied COAs. To mail to the same mailing list for any other purpose, you must perform the normal Move Update process and use any updates for that other mailing 95 days prior to the mailing date.

Q8:   **Since Legal Restraint is one of the approved Move Update methods; do I need to process my address list through any of the other Move Update methods?**

A8:   Please keep in mind that the Legal Restraint method does not release you of your responsibility of using one of the U.S. Postal Service approved Move Update primary methods.   Mailers wishing to use the Legal Restraint method first must receive U.S. Postal Service change-of-address information using one of the primary methods; (OneCode ACS®/ACS, NCOA^{Link}®, *FASTforward*® or Ancillary Service Endorsement) and then contact their addressee to verify that they did indeed move.

Under Legal Restraint, the mailer is subject to periodic auditing of their Move Update method and confirmation process.

Q9:   **My company applied for Legal Restraint authorization and was denied because there is no law prohibiting use of USPS-supplied change of address information for our mailings. However, it is our legal policy to mail only to the addresses our customers give us. How can we meet the Move Update standard and still claim discounted prices?**

A9:   The U.S. Postal Service acknowledges that there are many companies that have legal policies in place to use change of address information received only from their own customers. We suggest the following as a solution:

Process your list through NCOA^{Link} within 95 days of your anticipated mailing date. For those addresses that did not receive a COA match from NCOA^{Link}, continue mail preparation as you normally would to mail at discounted First-Class Mail® or any Standard Mail® prices. These addresses have been processed through the NCOA^{Link} method and are considered compliant with the Move Update standard. The average match rate for NCOA^{Link} in FY2009 was 3.9 percent, which means that approximately 96 percent of your list would be current as is and compliant with Move Update.

For those addresses that did receive a COA match from NCOA^{Link}, separate those records from your normal discounted mail processing, create the mailpieces and mail them at the First-Class Mail single-piece price, for which there is no Move Update requirement.

99 Percent Lists

Q10:   **I bought a mailing list from a certified 99 Percent Accuracy Alternative Move**

Update Method mailer. How long can I use the list and meet the Move Update standard?

A10: The clock for the 95-day cycle begins on the date the updated names and addresses were extracted out of the mailer's database, not when they were sold or when you received them.

Ancillary Service Endorsements and Non-U.S. Mailers

Q11: **Can a non-U.S. mailer use a printed ancillary service endorsement to request address correction service and meet the Move Update standard?**

A11: Current requirements to receive address corrections based on a printed ancillary service endorsement state that a domestic return address must be present on the address side of the mail piece. If the return address on the mailpiece is a legitimate domestic address, then a printed ancillary service endorsement can be used to meet the Move Update standard – even if the mailer itself is based outside of the United States. If, however, the return address shows a non-domestic return address then a printed ancillary service endorsement cannot be used because the U.S. Postal Service has no means of collecting address correction fees from the foreign address.

FASTforward®

Q12: **I am a mailing agent and my clients cannot prove that they have updated their addresses within the last 95 days when I accept their mail. May I still include those mailpieces in First-Class Mail**® **or Standard Mail**® **presort or automation rate mailings?**

A12: Only if you are a *FASTforward* licensed MLOCR user using *FASTforward* to update the addresses directly to the mailpieces. Otherwise, those mailpieces must be mailed at the First-Class Mail single-piece price.

Q13: **If my mail is processed for Move Update using *FASTforward* MLOCR, are there mailpiece design issues (other than general automation compatibility) that I need to be concerned?**

A13: The name of the addressee must be in the optical character reader (OCR) read area. Mailpieces with exceptional address formats (such as "Jane Doe or Current Resident") are not eligible for *FASTforward* processing and are not subject to the Move Update standard. All mailpieces must have a barcode clear zone that is completely free of any text, images, or windows so the MLOCR can spray the delivery point barcode and the new address on the lower right bottom of the mailpiece.

Q14: **I do not want my mailpieces forwarded to the new address if the addressee has moved, but I do want to receive the new address from the U.S. Postal Service. If I endorse my mailpieces with an approved ancillary service endorsement and give them to a presort bureau licensed to use *FASTforward* on their MLOCR, what will**

happen to the mailpiece and what information will I receive from the U.S. Postal Service?

A14: The U.S. Postal Service® provides the new address when 1) COA is submitted and 2) the mailpiece is addressed for delivery to the old address and bears an approved endorsement for an address correction to be provided. If a mailpiece is processed using MLOCR *FASTforward*® and a new address is identified, the new address and its associated delivery point barcode are sprayed on the mailpiece and the mailpiece automatically is sent directly to the correct new address. The U.S. Postal Service will not return the mailpiece to the sender or provide information about the new address because it is considered to be addressed correctly.

Accordingly, if you want to receive updated address information for a mailpiece and do not want the mailpiece mailed directly to the addressee's new address, you need to advise the MLOCR service bureau to process in the "DO NOT FORWARD" mode and return the mailpieces to which *FASTforward* applied new address information.

If you choose to use only ancillary service endorsements to meet the Move Update standards, you must use them at least every 95 days before subsequent mailings. In addition, you must update your addresses within 95 days of mailing to the addresses.

FASTforward® and Non-U.S. Mailers

Q15: **My company is a service bureau with a place of business in the United States. We take finished mailpieces from international mailers and combine them for entry into a US mail processing facility. Can I use *FASTforward* to meet the Move Update standard? What about the commercial alternative to *FASTforward* known as UMOVE?**

A15: Yes. *FASTforward* and UMove can be used to meet the Move Update standard. As with other change-of-address systems, these Move Update tools are only available for use by companies with business locations and legitimate return addresses in the United States. There is no restriction in the license that limits the *FASTforward* Service Provider's ability to do processing for international entities that meet those conditions.

NCOA^Link®

Q16: **After an address file is run through NCOA^Link, some addresses are identified as Moved Left No Address (MNLA) or No Forwarding Order. Can those mailpieces still be mailed and meet the Move Update standards on the whole mailing?**

A16: Yes, if a mailer submits an address to NCOA^Link and NCOA^Link comes back with an indicator that the addressee has "Moved Left No Address", or "PO Box Closed", "No Forwarding Order" (BCNO), or "Foreign Move", the mailer has up to 95 days from the Move Effective Date (MED), which is also returned with the above indicators, to mail to the original address and claim the discount. If after 95 days the mailer has not updated the address, the mailpiece must be mailed at the First-Class Mail® single-piece price.

Q17: **Some mailers will claim they are obligated to mail to the "Last-known-address," even where it is known that the addressee is not there.**

A17: If after 95 days, the mailer still claims they are obligated to mail to the "Last-known-address," the mailpiece must be mailed at the First-Class Mail single-piece price (unless the mailer has been approved for the Legal Restraint method for this type of mailing).

When there is no forwarding order on file, the mailpiece becomes UAA mail and is returned or treated as waste as determined by the class of mail and ancillary endorsement used.

During the PBV evaluation, we report the MLNA and BCNO as we would any other move. This means if a mailer continues to mail to the old address, it will be held accountable in the MERLIN evaluation.

Q18: **Who is required to complete the Processing Acknowledgement Form (PAF)? I send my file to a processor who takes care of my address list and keeps it updated. Do I have to complete a PAF or can my processor complete a PAF on my behalf?**

A18: All parties to whom updated address information is disclosed must be identified on a PAF. The form can be completed by any entity, but the Service Provider must verify the identity of the authorized representative(s) listed on the PAF. This includes but is not limited to the List Owner and any Broker/Agent/List Administrators. The Service Provider may collect a signature or may verify the authenticity of the entities identified on the PAF through other means.

Q19: **What is the difference between a List Administrator and a Broker? How does this affect how the PAF is completed?**

A19: A List Administrator houses, maintains, updates and 'baby-sits' the list on behalf of the List Owner and has a contract to provide these services to the List Owner. A Broker acts as a 'middle-man' between the List Owner (customer) and the Service Provider. A Broker must not retain the file from the List Owner for more than 45 days and may receive updated addresses from the Service Provider for the purposes of delivering the same to the List Owner, but is never the final repository for the data. The only difference between how a PAF is completed for a List Administrator or a Broker is which sections must be completed on the PAF. In all cases, the PAF must identify the List Owner. More information about competing PAFs can be found on our RIBBS™ website at http://ribbs.usps.gov/files/NCOALINK/PAF_GUIDE.PDF

Q20: **In addition to the address list, what documentation must the list owner furnish to a mailer for use on a non-automation or automation rate mailing?**

A20: The list owner is obligated to prove the following: that (1) he or she is aware of the requirements of Move Update; and (2) the addresses on the list comply with those requirements. The list owner should keep the following for one year:

- Move Update output reports documenting that the address list was updated within 95

days before the mailing was submitted to the U.S. Postal Service

- Proof that any names and addresses that were added to the list used for the mailing since the last update came directly from customers

Q21: The U.S. Postal Service® allows NCOA^{Link} licensees to return as few as the most recent six months (based on Move Effective Date) of NCOA^{Link} matches. Will the U.S. Postal Service consider a mailer who opts to apply only six months of COA data to their file to have complied with the Move Update standard?

A21: The U.S. Postal Service will consider the mailer to have complied based on the use of an NCOA^{Link} 6-month database only where the mailer:

a. Previously updated the mailing list based on the 18-month NCOA^{Link} product prior to beginning use of the 6-month NCOA^{Link} database for ongoing maintenance, or has done continuous NCOA^{Link} processing based on a 6-month database for the past 12 months.

b. Has an ongoing process that reprocesses the mailing list at the required 95-day intervals.

c. Does not add address records to the mailing list that have not first been processed using the NCOA^{Link} 18-month database within 95 days of receipt of the address.

Q22: NCOA^{Link} matches are possible only for "old side" addresses that bear an 11-digit ZIP Code. Consequently, an address that can be coded only to a 5-digit ZIP Code will never receive a match in NCOA^{Link} despite the fact that a COA could exist and the 5-digit (non-DPV®) address record is regularly processed through NCOA^{Link}. There are a variety of scenarios (updates to the AMS database, AEC II® corrections, street name corrections, etc.) that could result in the address being updated to a condition that allows it at a later date to successfully DPV and subsequently be matched to an NCOA^{Link} record. What if the Move Update verification process may be able to find an NCOA^{Link} hit that did not previously exist – until the mailer processes them through their next NCOA^{Link} cycle?

A22: This condition is possible but is considered to have a minimum negative impact. Within the COA data received from customers, approximately 6% of all old addresses are unable to be coded to a precise 11-digit ZIP + 4® code at time of COA entry. The majority (two-thirds of the 6%) of ZIP + 4 code deficiencies are due to a lack of apartment information. Assuming a 5% typical match rate by NCOA^{Link}, the estimate of the potential of these address records being hit is 0.3% (three-tenths of 1 percent). In addition, the majority of all the changes that causes a non-coded old address to become ZIP + 4 coded occur within the first 30 days of the COA entry. This means that any comparison with the mailer's address by the Move Update verification would typically occur within 125 days of the MED and would not have a significant impact on the Move Update verification assessment.

Q23: If the patron back-dates their move three months on the change of address form

by the time the move is entered and distributed to the NCOA$^{Link®}$ product, it is four months old. So the first time the COA is available for NCOA^{Link} matching it is already outside the 95-day limit and could be flagged. Should the U.S. Postal Service® reference files include, in addition to the move effective date, the date the COA was added to the file?

A23: The U.S. Postal Service will factor the "backdated COAs" into the Move Update verification analysis by using either the Move-Effective-Date (MED) for COAs that are received in advance of the move date or the COA-Entry-Date (CED) for those COAs that arrive with a prior MED. This will minimize any impact on the assessment by the Move Update verification of the age of the COA when compared to the MERLIN® processing date.

Q24: **Will the Move Update verification process use the same reference files and versions as the NCOA^{Link} providers? Will the Move Update verification process have more current data than the NCOA^{Link} providers?**

A24: The update of the NCOA^{Link} data occurs weekly on the last permissible date an NCOA^{Link} licensee can install an update per the Licensee Performance Requirements. We do not anticipate that the timing of NCOA^{Link} data refreshes will cause mailers to be impacted because the update of any address in the NCOA^{Link} data will fall within the 95 day Move Update performance window.

NCOA^{Link} and Non-U.S. Mailers

Q25: **My company in Canada conducts surveys of U.S. households and sends information to U.S. addresses about different products and services using Standard Mail®. We would like to use NCOA$^{Link®}$ to comply with the new Move Update requirement. Do we have to get pre- approval from the U.S. Postal Service® to use NCOA^{Link} to meet the Move Update requirement?**

A25: The License Agreement between the NCOA^{Link} Service Provider and the U.S. Postal Service does not allow the NCOA^{Link} Service Provider to process lists that originate outside of the United States. To accommodate foreign mailers who are entering mail directly into the US, a special process has been established to allow foreign mailers to satisfy the Move Update requirement by using NCOA^{Link} to update their address list. Before allowing any NCOA^{Link} Service Provider to process an address list originating from a foreign source, the NCOA^{Link} Service Provider must first contact the NCSC Licensing & Certification department at 800-589-5766 and obtain pre-approval to process the foreign mailer's address list.

Q26: **What is the process by which a non-U.S. mailer can be approved to use NCOA^{Link} processing to meet the Postal Service Move Update requirement?**

A26: Approval to process address lists from non-domestic mailers must be initiated by the NCOA^{Link} Service Provider on behalf of the non-domestic mailer. The NCOA^{Link} Service Provider works with the mailer to ensure that the mailer's intended use of NCOA^{Link} processing is appropriate before requesting approval from the U.S. Postal Service. The

NCOA^{Link} Service Provider verifies that a properly completed Processing Acknowledgement Form (PAF) is received and that it correctly represents all parties involved in the transaction. When the NCOA^{Link} Service Provider has all the necessary information, the Service Provider contacts the NCSC Licensing & Certification department at 800-589-5766 to request approval to perform the processing service.

Q27: How long does it typically take the NCOA^{Link} Service Provider to get approval to provide processing services for a company that is outside the US?

A27: The U.S. Postal Service attempts to get feedback to the NCOA^{Link} Service Provider within 24 hours of its submission of the request.

Q28: If the U.S. Postal Service has given approval to an NCOA^{Link} Service Provider to provide NCOA^{Link} processing for a foreign mailer, how long does the approval remain valid?

A28: There is no time limit on approval. The approval is good for as long as the foreign mailer continues to use the same NCOA^{Link} Service Provider. If a mailer switches to a different NCOA^{Link} Service Provider, the new Service Provider will request approval to process for the foreign mailer.

Q29: We are a foreign-owned company that also has an office in the U.S. Can we use our U.S. address when requesting NCOA^{Link} processing and does it require separate approval from the USPS before using NCOA^{Link}?

A29: Yes, you may use your U.S. address to request NCOA^{Link} processing. The NCOA^{Link} Service Provider is not required to seek prior approval as long as the U.S. address is on the Processing Acknowledgment Form (PAF).

Q30: We are approved to use NCOA^{Link®}, and, after updating our address list for mailing, we want to sell or rent extracts from our updated list. Are there any restrictions on how we use addresses that were updated by NCOA^{Link}?

A30: The restrictions that apply are outlined in the Required Text Document (RTD) provided to you by the NCOA^{Link} Service Provider. These restrictions apply equally to US-based companies and to non-U.S. based companies.

Q31: We are a U.S.-based business that sends our address files to a company in Canada for mail creation, printing, and entry. My processor in Canada will be submitting my address file to an NCOA^{Link} Service Provider for update. Do we have to be pre-approved by the U.S. Postal Service® before we can use NCOA^{Link}?

A31: No. Since your company resides within the United States, no special permission is needed for your NCOA^{Link} Service Provider to process your list. It is important that you and your Canadian processor complete the Processing Acknowledgement Form to show that, as the list owner, your place of business is within the United States.

General Questions

Q32: **My letter shop prepares and enters mail for customers. If the customers cannot provide Move Update documents, can I enter this mail at discounted price?**

A32: No. If, however, you process the list of addresses through a Move Update method within 95 days before mailing, you may use it to mail at the discounted postage prices.

Q33: **If I am mailing a promotional mailpiece at First-Class Mail® or Standard Mail® prices and use an exceptional address format (Jane Doe or Current Occupant), must the recipient name have been updated within the previous 95 days?**

A33: No. If deliverable, each mailpiece will be delivered to the address appearing on the mailpiece whether or not the named addressee resides at that address. Mailpieces using Alternative address formats such as "Jane Doe" or "Current Resident" are not subject to Move Update standards because the Postal Service does not forward mailpiees with exceptional address formats.

Q34: **I have CASS Certified™ address-matching software that ensures I have good addresses. Does this meet the Move Update requirement for new names and addresses?**

A34: No. Address-matching software looks up addresses to correct and standardize the address information and append ZIP+4™ codes. It does not perform a name lookup to determine whether the addressee is still at that address and, therefore, cannot be used to meet the Move Update standard.

Q35: **Does a list or an address have to be updated every 95 days?**

A35: An address can be updated at any time, as long as it is updated within 95 days before the address is actually used for a discounted First-Class Mail or Standard Mail mailing. If a mailer mails a list once every one year, that list must be updated using one of the Move Update methods within 95 days before the mailing.

Q36: **Must entire lists be updated every time?**

A36: Entire lists do not have to be updated at once. The update requirement applies to individual addresses, not to entire lists. Only those addresses that will be used in a First-Class Mail or Standard Mail discounted mailing need to meet the Move Update requirement. The list could not be used with an ancillary service endorsement unless all the addresses have been updated within 95 days. However, the list could be used with NCOA[Link] or *FASTforward* MLOCR prior to mailing.

Q37: **I only use rented lists for mailings, and I have no reason to use a post-mailing**

process to acquire updates. How can I qualify?

A37: The list owner is responsible to provide you with the quality product you require. If your requirement is that the list must be Move Update qualified for a certain time period, the list owner should be able to meet your requirement. You also always have the option of using a pre-mailing process like NCOA^{Link} on the lists you acquire from outside sources.

Q38: **I have a mail-order business. During the holiday season, one of my customers purchased 30 gifts and directed me to send them to a list of people she provided. Does that "Gift List" meet the Move Update requirement?**

A38: No. These addresses are not considered to be directly acquired addresses because you did not receive them directly from the addressees.

Q39: **Must I accept every new address I receive from a Move Update Method?**

A39: No. You have 95 days to independently verify and reflect the new address on the mailpiece. After 95 days of notification, the old address does not meet the Move Update requirement, and mail to that old address must be mailed at the appropriate First-Class Mail® single-piece price or another price not subject to Move Update requirements and for which the price qualifies.

Q40: **Is any Move Update documentation required at the time of mailing?**

A40: No. The mailer's signature on the postage statement or electronic submission (i.e., *PostalOne!*®, Mail.dat) certifies that the mailing complies with all relevant standards, including Move Update, and that the mailing qualifies for the prices and fees claimed. A box on the postage statement, indicating the Move Update method, must be checked.

Q41: **Are Standard Mail mailings for non-profits (i.e. universities) subject to the Move Update requirement?**

A41: Mailpieces mailed at the Nonprofit Standard Mail prices must meet the Move Update requirement for Standard Mail, see *DMM*® section 243, 343, or 443, in addition to standards specific to any other discount or price claimed.

Q42: **How do I meet the Move Update standard when mailing to an address recently added to my address list?**

A42: The Move Update process is name-and-address-based, not list-based. When a customer makes direct contact with a business and provides the address, the directly acquired address can "ride" with the list within the 95-day period. After 95 days, the address must be processed through one of the Move Update methods. The address will be added to the list only if the customer has requested services or literature or has purchased merchandise.

If an address is added to the list for a reason other than the customer contacting a business directly, the address will not qualify for an automated discount unless the mailer can provide the Move Update documentation showing proof of the update. Otherwise, the initial mailing must be processed through NCOA^{Link} or *FASTforward* or be mailed at the single-piece price. If the pieces in this initial mailing contain ancillary service endorsements, the address can be added to your normal update cycle if the next mailing incorporates the address within 95 days.

If the address list is rented to another party for the purpose of mailing at discounted prices and that list has a blend of established and directly acquired customers, the list owner must provide Move Update documentation to prove that all of the addresses on the list have been updated. If the address list is distributed to additional mailers (e.g. by a second party to others or by a third-party), the addresses must be processed through one of the Move Update methods and the Move Update documentation must accompany the address list.

The accommodation of "first time mailing" is not expected to raise an issue with evaluation of Move Update compliance, as these addresses are expected to be current and not have an active change of address. In the event that these first time mailing addresses are not current and there is an active COA, then it is typically expected they will not be in excess of the 95-day elapse between the Move-Effective-Date (MED) and the mail entry date. If mailers are in doubt as to the currency of any address prior to mailing, they should use NCOA$^{Link®}$ to "reset" the address currency for the purpose of mailing.

Q43: **Considering issues such as nicknames, family versus individual moves, and other related nuances that affect accurate COA matching, will Move Update verification produce an accurate name and address record that can be matched to a COA?**

A43: It is unlikely that there will be a discrepancy between the name and address read by PBV from the mailpiece and the actual name and address matched with NCOA$^{Link®}$. Address matches to NCOA^{Link} are very conservative and require precision between the input name and address and the COA name and address. A more likely scenario is that there will be a discrepancy in the optical character reading and text conversion by PBV and thus the Move Update verification will fail to detect a valid move. Where the Move Update verification process identifies a COA match, there is high confidence in the accuracy of the match.

Q44: **Does the Move Update verification process accommodate the Daily Delete File?**

A44: The U.S. Postal Service$^®$ ignores any matches detected where a Daily Delete transaction has occurred for the prior 95 days for the address. This exclusion of matches eliminates any instances where a mailer has used NCOA^{Link} but failed to update an address record due to the existence of a Daily Delete transaction.

Q45: **When multiple moves (address A to B and then B to C) occur, the U.S. Postal Service tries to "chain" all of the moves together so that the latest address is always returned. When they are able to do so, a single record connects A to C.**

Sometimes the U.S. Postal Service is not able to chain the moves, so there are two records in the NCOA^{Link} database. The first processing of a record through NCOA will make the A to B change and the B to C change will occur during the next cycle of processing through NCOA^{Link}. Assuming the Move Update verification process sees a mail piece between the two NCOA^{Link} processing cycles, will it "fail" a piece for not yet having the C address?

A45: The U.S. Postal Service acknowledges that there may be circumstances where a "broken chain" prevents a mailer from receiving the most current address for an individual. The most likely scenario envisioned is a case where:

Family move recorded from address	A	to	B
Individual move recorded from address	B	to	C

If an address is presented, for example Jim Winston at Address A, then the first processing of NCOA^{Link®} will move him based on a last name only match to Address B. Where MERLIN® scans a mailpiece showing Jim Winston at Address B, the Move Update verification process will show that a move had occurred to Address C.

Assuming the original mailer address for Jim Winston at Address A was processed and updated in compliance with Move Update timeframes, the maximum age of the first COA match moving Jim Winston to Address B would be 190 days when processed by MERLIN. The expectation that a second COA moving Jim Winston to address C occurred immediately after the first COA was filed is considered low, although possible. To mitigate this potential, the USPS will look at the ability to do a "Move-in" test of Jim Winston at Address B to determine if a recent move into Address B occurred within the past 95 days. If so, the COA match for Jim Winston from Address B to Address C will be disregarded and not reported.

Q46: **In many cases, businesses only accept "individual" change of addresses. For instance, financial institutions reject "family" move matches because they cannot legally move more than one account based upon this notification, especially if there is a separation, divorce or instance of fraud. How will MERLIN handle these situations?**

A46: A mailer's choice to disregard certain address updates provided through Move Update products does not entitle the mailer to continue to claim postage discounts where the update of the address is a prerequisite to receiving the discount. Within the Move Update verification of the address, addresses that have not been updated due to a mailer business practice are identified, and the mailer is required to document why these addresses have not been updated. The mailer must pay single piece First-Class price for mail to addresses that have not been updated.

Q47: **There are situations where some businesses are provided with more current/recent address information from their customers than what the U.S. Postal Service may have. For instance, when businesses use a recent activity date to identify situations where they have a newer or changed address from their customer, or with P. O. Box moves. Some businesses may choose to apply only a percentage of the NCOA^{Link} changes they obtain from the U.S. Postal Service**

because they have more recent data from their customer. How will the Move Update verification process handle these situations?

A47: Addresses that have a COA on file that result in a match when evaluated through the Move Update verification processing are reported for mailer documentation of why the address was not updated. If the mailer has information to show they have more current information than what is in the NCOA^(Link) data, that information will be taken into consideration. The fact that NCOA^(Link) matches approximately 75% of the total population of COAs that may exist is not a basis for excluding any of the matches that NCOA^(Link) does produce. If a mailer is uncomfortable with the NCOA^(Link) processing results, the mailer should consider use of a different Move Update tool.

Q48: **There are some specific industry types and practices that present significant barriers to compliance with Move Update. For instance, some financial institutions cannot use NCOA^(Link®) or ACS™ because they cannot legally make address changes without customer authorization. The Move Update Alternative methods only apply to First-Class Mail® mailing and do not apply to Standard Mail® mailing (promotional and advertising mail). How will the U.S. Postal Service® determine if these companies' addresses are in Move Update compliance?**

A48: The postage statement asks mailers to identify the Move Update method they use. Acceptance personnel know which mailers have received approval to comply with the Move Update requirement through an alternative method. Where any request for Move Update documentation is made to justify the mailer's claim of postage discounts, the mailer should refer the inquiry to the PCSC (Pricing and Classification Service Center DMM 608.8.4) for resolution. A mailer who has allowance to use an alternative Move Update method for First-Class Mail can extend that allowance to Standard Mail when it involves the same address list covered by the allowance under First-Class Mail mailing.

Q49: **How will the U.S. Postal Service handle "exceptions" in the verification process? Will those addresses somehow be identified so the acceptance clerk will know to exclude those from the acceptance test and error calculation for the mailing?**

A49: A mailer may be contacted to inquire about the method used to update their addresses. Mailers should communicate any exceptions when contacted. All Move Update verifications are subject to the appeal process that exists today for circumstances where a mailer disagrees with issues detected during mail acceptance.

Q50: **The U.S. Postal Service has stated that the Move Update requirement is per name and address and not the list. The U.S. Postal Service has further clarified that if an approved Move Update method has been applied to a name and address record within 95 days, then that record can be used on both First-Class Mail and Standard Mail mailings and be considered compliant with the Move Update requirement. This also includes the clarification that a name and address sourced directly from the addressee is considered compliant with the Move Update standard for 95 days. How will the U.S. Postal Service take this into consideration during the Move Update verification process?**

A50: As long as an address that was qualified under one class of mail or by a different Move Update tool is mailed within 95 days of the use of the Move Update tool, it should not result in an issue. Mailers may be asked to furnish the appropriate documentation to

demonstrate Move Update compliance.

Q51: **For directly acquired addresses, the U.S. Postal Service has indicated that these addresses do not need to be run through a Move Update process when first mailed, but that the mailer may need to provide documentation to demonstrate that the method used was used within the appropriate timeframes and on the specific mailing in question. Would the addresses need to be run through a Move Update process before they are mailed again?**

A51: Yes. If the addresses are used 95 days or more after they were provided, you must use a pre-mailing method such as NCOA^{Link} or *FASTforward®.*

Q52: **Do seed names need to be run through a Move Update process? Some say the U.S. Postal Service® does not plan to require these addresses to be run through Move Update because they are usually a separate string of records to "known recipients" and less than 100 in the string, thus cannot legally be processed via NCOA^{Link}.**

A52: The assumption is that seed records will represent known persons at what is expected to be current addresses. As such, they are similar to "directly acquired" in that the seed address should represent what the mailer knows to be a current address. It is not anticipated that a seed address would typically raise a question of non-compliance with Move Update as the number of instances of moves associated with the seed addresses is expected to be low. If a mailer is not actively maintaining the seed addresses, then it is recommended they include the exceptional address format of "Or Current Resident" to avoid issues with Move Update compliance.

Q53: **How should mailers document compliance and assign postage liability for non-compliance when the mailing is presented by a mailing agent (today accomplished with the postage statement, PS Form 3602)? In the future, what documentation will mailers need to prove compliance with Move Update and to assign liability for postage adjustment in cases of non-compliance where the mail is presented by a mailing agent?**

A53: Reference the 'Mailer Advisement Policy' at http://ribbs.usps.gov/, and then click on Move Update latest news for a description of the documents and processes that can be used to substantiate Move Update compliance. The ultimate burden for maintenance of documentation for any postage discount claimed is on the mailers. Refer to *DMM®* 234.4.7 for additional information on provision of additional documentation.

APPENDICES

APPENDIX 1

NCOA^{Link®} RETURN CODES

Move Type			Move type indicates the type of move on the addressee's change of address order. The field length is one alpha character. Possible values:
F			Family move (includes everyone with the same last name)
I			Individual move ((includes only the individual)
B			Business move

The matrix below provides: (1) the return codes from NCOA^{Link®} (in Column 1). (2) whether a new address is provided (in Column 2), (3) code description (in Column 3), and (4) what action is required or suggested (in Column 4). The standardized input record reference in the table below is the original address record this is appended with the correct 5-digit ZIP Code or ZIP + 4 code, other postal values and any other intelligence flags or footnotes that result from the CASS™ processing segment of the NCOA^{Link} processing job.

Code	Returns New Side Address ?	Code Description	Action
A	Yes	**COA Match –** The input record matched to a COA record. New address is furnished	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
91	Yes	**COA Match: Secondary Number dropped from COA –** The input record matched to a COA record. The COA record had a secondary number and the input address did not.	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
92	Yes	**COA Match: Secondary Number Dropped from input address –** The input record matched to a COA record. The input record had a secondary number and the COA record did not. The record is a ZIP + 4 street level match.**	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
01	No	**Found COA: Foreign Move –** Found a COA for a Foreign Move. No forwarding address provided.	Use Standardized Input record. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days. New Address record may be acquired through OneCode ACS.
02	No	**Found COA: Move, Left No Address (MLNA) –** Found a COA for Moved Left No Address. (MLNA).	Use Standardized Input record. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95

			days.
03	No	**Found COA: Box Closed No Order (BCNO) –** Found a COA for Post Box Closed No Order Filed by Customer.	Use Standardized Input record. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days.
00	No	**No Match –** Input record COULD NOT BE matched to a COA record	Use Standardized Input record. Address is Move Update compliant.
04	No	**Cannot match COA: Street Address with Secondary – In the STANDARD mode utilizing Family matching logic the input record was a potential match to a family type COA record with an old address that contained secondary information. The input record does not contain secondary information. The record is a ZIP + 4® street level match. This address match situation requires individual name matching logic to obtain a match and individual names do not match.**	Old Address should be verified and corrected as necessary.
05	No	**Found COA: New 11-digit DPBC is Ambiguous – The input record matched to a COA record. The new address on the COA record could not be converted to a deliverable address because the DPBC represents more than one delivery point.**	Use Standardized Input record.
06	No	**Cannot Match COA: Conflicting Directions: Middle Name Related –There is more than one COA record for the match algorithm and the middle names or initials on the COAs are different. Therefore, a single match result could not be determined.**	Use Standardized Input record. Name should be verified and corrected as necessary.
07	No	**Cannot Match COA: Conflicting Directions: Gender Related –There is more than one COA record for the match algorithm and the genders of the names on the COAs are different. Therefore, a single match result could not be determined.**	Use Standardized Input record. Name should be verified and corrected as necessary.
08	No	**Cannot Match COA: Other Conflicting Instructions – The input record was a potential match to two COA records. The two records were compared and due to differences in the new addresses, a match could not be made.**	Use Standardized Input record. Name should be verified and corrected as necessary.
09	No	**Cannot Match COA: High-rise Default – The input record was a potential match to a family COA record from a High-rise address ZIP + 4 coded to the building default. This address match situation requires individual name matching logic to obtain a match and individual names do not match.**	Use Standardized Input record. Name should be verified and corrected as necessary.
10	No	**Cannot Match COA: Rural Default – The input record was a potential match to a family COA record from a Rural Route or Highway Contract Route address ZIP + 4 coded to the route default. This address situation requires individual name matching**	Use Standardized Input record. Name should be verified and corrected as necessary.

		logic to obtain a match and individual names do not match.	
11	No	**Cannot Match COA: Individual Match: Insufficient COA Name for Match – There is a COA record with the same surname and address but there is insufficient first/middle name information on the COA record to produce a match using individual matching logic.**	Use Standardized Input record. Name should be verified and corrected as necessary.
12	No	**Cannot Match COA: Middle Name Test Failed – The input record was a potential match to a COA record. A match cannot be made because the input name contains a conflict with the middle name or initials on the COA record.**	Use Standardized Input record. Name should be verified and corrected as necessary.
13	No	**Cannot Match COA: Gender Test Failed – The input record was a potential match to a COA record. A match cannot be made because the gender of the name on the input record conflicts with the gender of the name on the COA record.**	Use Standardized Input record. Name should be verified and corrected as necessary.
14	No	**Found COA: New Address Would Not Convert at Run Time – The input record matched to a COA record. The new address could not be converted to a deliverable address.**	Use Standardized Input record.
15	No	**Cannot Match COA: Individual Name Insufficient – The input record was a potential match to a COA record that contains a first initial and middle initial/name [ex. C M Smith or C Mary Smith]. A match cannot be made because the input middle initial/name is missing or does not equal the middle initial/name on the COA.**	Use Standardized Input record. Name should be verified and corrected as necessary.
16	No	**Cannot Match COA: Secondary Number Discrepancy – The input record was a potential match to a street level COA record. However, a match is prohibited based on one of the following reasons: 1) There is conflicting secondary information on the input and COA record; 2) the input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match.**	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.
17	No	**Cannot Match COA: Other Insufficient Name – The input record was a potential match to a COA record that contains a full first name and full middle name. The input middle initial/name is missing or different from the middle name on the COA. A match cannot be made because the first name on the COA was truncated (drop-n flag) and the middle names must be equal in order to make this match.**	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.

18	No	**Cannot Match COA: General Delivery – The input record was a potential match to a COA record from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match.**	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.
19	No	**Found COA: New Address not ZIP + 4 coded or New address primary number not DPV confirmable – There is a change of address on file but the new address cannot be ZIP + 4 coded and therefore there is no 11-digit DPBC to store or return, or the new address primary number cannot be confirmed on DPV.**	Use Standardized Input record. New address is not ZIP+4 coded or new address primary number not DPV confirmable.
20	No	**Cannot Match COA: Conflicting Directions after re-chaining – Multiple COA records were potential matches to the input record. The COA records contained different new addresses and a single match result could not be determined.**	Use Standardized Input record.
66	No	**Daily Delete – The input record matched to a business, individual or family type COA record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA record with this address is pending deletion from the COA master file and that no mail may be forwarded from this address.**	Use Standardized Input record.

APPENDIX 2

FASTforward® Move Update Notification (FFMUN)

If *FASTforward* MLOCR is the U.S. Postal Service® approved method used for Move Update compliance, MLOCR equipped with *FASTforward* technology must be run in "active mode". The matrix below provides specifications on the proper handling of notifications provided by the FFMUN file. All FFMUN notifications should be used to update all addresses with the new side address when provided.

FFMUN Responses:

Event	Returns New Side Address?	Action Required by Mailer?	Comment
Matched a COA	Yes	Yes	When *FASTforward* makes a match to a COA, the new address is provided within the FFMUN file. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
MLNA	No	Yes	When *FASTforward* makes a match to a MLNA the message "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information within the FFMUN file.. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days.
BCNO	No	Yes	When *FASTforward* makes a match to a BCNO, the message "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information within the FFMUN file.. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days.
Foreign Move	No	Yes	When *FASTforward* makes a match to a Foreign Move, the message "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information within the FFMUN file. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days.

APPENDIX 3
OneCode ACS®/ACS™ Return Codes

The matrix below provides: (1) the return codes from ACS Traditional and OneCode ACS, (2) if a new address is provided, (3) what action is required, and (4) comment.

Deliverability Code	Returns New Side Address?	Action Required by Mailer?	Comment
Space (null)	Yes	Y	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
K	No	Y	**Move-Left-No-Address:** Use Old record. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days.
G	No	Y	**PO Box Closed:** Use Old record. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days.
Foreign Move	Yes	Y	**Foreign Move:** Use Old record. To maintain Move Update Compliance, Old Address must be suppressed from discounted mailings when MED (Move Effective Date) is greater than 95 days. Foreign Moves are identified by the "F" code in the Address-Type-New field of the COA Record from ACS Notification File.
All Other	**N**	**N**	**These codes are outside the scope of Move Update compliance and verification.**
Nixie Codes			Nixie notifications do not contain addressee name, old address, or new address information. Therefore the use of a keyline is needed to identify the addressee record.
A	N	N/A	Identified as 'attempted, not known'. Address should be verified with the addressee and corrected as appropriate.
B	N	N/A	Identified as 'Returned for better address'. Address should be verified with the addressee and corrected as appropriate.
D	N	N/A	Identified as 'Outside delivery limits'. Address should be verified with the addressee and corrected as

			appropriate.
E	N	N/A	Identified as 'In dispute'. Address and disposition of the mail should be verified with the addressee and corrected as appropriate.
I	N	N/A	Identified as 'Insufficient address'. Address should be verified with the addressee and corrected as appropriate.
L	N	N/A	Identified as 'Illegible'.
M	N	N/A	Identified as 'No mail receptacle'. Disposition of mail should be verified with the addressee and corrected as appropriate.
N	N	N/A	Identified as 'No such number'. Address should be verified with the addressee and corrected as appropriate.
P	N	N/A	Identified as 'Deceased'. Disposition of mail should be verified with the addressee's family and corrected as appropriate.
Q	N	N/A	Identified as 'Not deliverable as addressed/unable to forward'. Address should be verified with the addressee and corrected as appropriate.
R	N	N/A	Identified as 'Refused'. Disposition of mail should be verified with the addressee and corrected as appropriate.
S	N	N/A	Identified as 'No such street'. Address should be verified with the addressee and corrected as appropriate.
U	N	N/A	Identified as 'Unclaimed'. Disposition of mail should be verified with the addressee and corrected as appropriate.
V	N	N/A	Identified as 'Vacant'. Address should be verified with the addressee and corrected as appropriate.
X	N	N/A	Identified as 'No such office'. Address should be verified with the addressee and corrected as appropriate.
Move Type			**Move type indicates the type of move on the customer's change of address order. The field length is one alpha character. Possible values:**
F			Family move (includes everyone with the same last name)
I			Individual move ((includes only the individual)
B			Business move

APPENDIX 4

Example of 99% Certification Test - Summary of Test Results

Date: 06/04/2009   U.S. Postal Service® Move Update 99% Compliance Test   Page: 1

Summary of Test Results

Total records input: 7,550

Records Zip+4 coded: 7,453   98.71 %

Records not Zip+4 coded: 97   1.28 %

Records passed to NCOA: 7,453   98.71 %

Records matched to NCOA: 72   0.96 %

Records not matched to NCOA: 7,381   99.03 %

* -------------- PASSED ------------ PASSED -------------- PASSED ------------ *

APPENDIX 5

99 Percent Certification Testing Process and Procedures

GENERAL REQUIREMENTS

1. Applicants must complete and return the Mailer Move Update Processing Order Form (Appendix 6) along with a copy of the most recent PS Form 3553.

2. All of the applicant's customer records must be run against the U.S. Postal Service ZIP + 4® Address Matching Engine and change of address process. **Note:** Part or a segment of a file is not acceptable.

3. At least 98.5% of the total file must be able to be ZIP+ 4 code.

4. The U.S. Postal Service will provide a report that will show the total record count, the number of ZIP + 4 coded records, total records matched, and percentages of each. The report will provide a profile of the addresses that ZIP + 4 coded as well as those that did not ZIP + 4 code.

5. The U.S. Postal Service will provide the applicant with a file containing all of the non ZIP + 4 coded records. The purpose of this file is to assist the applicant in identifying addresses that need to be researched and improved.

6. The U.S. Postal Service will provide the applicant with a file containing all of the change of addresses obtained during this process only if a score of 99% or greater is obtained.

7. Passing the 99% test authorizes the applicant to present mail generated from the tested list/file as Move Update qualified for one year. (Except as noted in section 10.6).

8. The applicant will revert to an Initial 99% test (See section 10.2) if:

   a. The tested mailing list/file has significantly changed from one audit to the next (more than 1% growth)

   b. The tested mailing list/file has been affected by or resulting from company acquisitions, buy-outs, takeovers, or mergers

   c. The tested mailing list/file falls below the 99% requirement on a subsequent test

SPECIFIC REQUIREMENTS

1. The applicant must fill out the Move Update Alternative Processing Order Form prior to each test. A separate form is required for each list/file by name.

2. In order for the U.S. Postal Service® to monitor Move Update compliance each file must have a specific name associated with that file. The name must have a meaning to the applicant and to the U.S. Postal Service. For the purpose of the 99% Accurate test, a mailing list/file is a single database file or a single file comprised of multiple databases that is designated/deemed/named/mailed as a single entity. For example: ABC telephone company may be comprised of several districts/zones/divisions that print and mail from the same facility. ABC Telephone Company is diversified, so it has billing for long distance, cellular service and normal business and residential billing. If all of the billing files are combined as a single file for the 99% Accurate test, then the name of this

file should have a name meaningful or descriptive of the contents of the file, such as ABC Company All Billing. If each of the diversified billings is submitted separately, then the name should correspond to that specific type of diversification (ABC Company Cell Phone Billing). If the files are separated by districts/zones/divisions then the name should indicate that (ABC Company All Billing (TX, AR, TN) or ABC Company Cellular Billing (TX, AR, TN).

3. The applicant must provide the U.S. Postal Service with copies of their last two PS Forms 3553. Each Form 3553 must pertain to the entire mailing list and indicate the total number of records in the list, the number and percentage of records ZIP + 4[®] coded, number and percentage of records 5 digit coded. If the mailing list is comprised of several different lists/files that produced multiple 3553's at different times, then a single 3553 must be produced prior to submitting the file to the 99% Accurate test.

4. The applicant submits all address records that result in an actual mail piece submitted to the U.S. Postal Service for delivery. Applicants may exclude addresses that are mailed out of the country, internet billing, addresses without names or any address that will not produce an actual mail piece.

5. The list owner provides the address list in the record format as defined in this document.

6. The applicant **must sort the file** in ascending order by ZIP[®] Code.

7. All addresses assigned a valid ZIP + 4 code will be processed by the change of address software in the Standard mode. When processing in Standard mode all move types (individual, family and business) are applied in the matching logic. A percentage is computed based on the moves obtained (number of matched moves divided by total ZIP + 4 records). This percentage is applied to the non-coded records and the default ZIP + 4 records to ascertain the number of possible moves in those records. All moves are combined and divided by the total ZIP + 4 coded addresses minus the number of default ZIP + 4 records. If this percentage exceeds 1%, the file is considered NOT to be Move Update compliant.

NON-ZIP + 4/Delivery Point Coded (DPC) ADDRESSES

1. For the 99% Accurate test, non-ZIP + 4/ DPC coded addresses are not matched by the change of address logic. After processing the file, if the percentage of non-ZIP + 4/DPC coded addresses exceeds 10%, the address file will not qualify for Move Update compliance.

2. The move percentage found in the ZIP + 4 coded records are applied to the non-coded records and added to the total moves.

DEFAULT ZIP + 4/DPC ADDRESSES

Default ZIP + 4 coded addresses are not matched with the change of address matching logic. The move percentage found in the ZIP + 4 coded records is applied to the default ZIP + 4 coded records and then added to the total moves.

QUALITY STANDARDS AND TESTING CRITERIA

The accuracy of the name and address matching performed by the change of address logic depends upon the quality of the data passed to it from the applicant's address mailing list. The U.S. Postal Service[®] name and address matching logic is standardized and tested prior to its deployment for the 99% Accurate test to ensure the results desired. No match results occur

when incorrect input name or addresses are provided to the system from the applicant's list.

To evaluate the accuracy and validity of the applicant's address mailing list, the 99% Accurate test utilizes the U.S. Postal Service ZIP + 4® address matching engine and name and address matching logic in Standard mode to determine if change of address data is present, according to the following criteria:

1. The percentage of records that are ZIP + 4/ DPC coded and passed to the system from the applicant's list shall not be less than 98.5% of the total number of pieces in the original file.

2. The percentage of records containing a move identified by the system plus the possible moves for the records not presented to change of address matching logic shall not be less than 99% when compared to the ZIP + 4 coded records minus the default ZIP + 4 records and records without a name.

Example:

(Move% * NoCode)+ (Move% * Default ZIP)+Num Moves/(Total ZIP + 4 Coded − (Default ZIP + 4 No Name)) = ((.0658*287814)+(.0658*122194)+194374)/((2952488)-(122194+0))= 7.82%

TESTING PROCEDURES

1. Preliminary file review: Prior to testing the applicant must submit a test file in the proper format. This allows the U.S. Postal Service the opportunity to process the file and verify the format and identify any potential problems. The file may contain live names or fake names.

2. Initial 99% Test: Tests all files for which the applicant is claiming to be Move Update compliant. The results ascertain if the applicant meets the specific requirements and testing standards. If the applicant fails to meet the standards, they are authorized to re-apply after three (3) months.

3. First Year Audit: This test occurs approximately one (1) year from the initial 99% Accurate test to ensure continued compliance with the current standards.

4. Second Year Audit: This test occurs approximately two (2) years from the initial 99% Accurate test to ensure continued compliance with the current standards.

5. Third Year Audit: This test occurs approximately three (3) years from the initial 99% Accurate test to ensure continued compliance with the current standards. If successful (i.e. within compliance for three consecutive years), future audits occur every four years.

6. Subsequent Audits: After successful completion of step 5, an audit occurs approximately every four years as long as the applicant continues to show the mailing list is still in compliance with the current standards. Any failure to meet compliance standards will result in reverting to the initial testing (step 2) until the applicant again passes three consecutive years.

7. Mailers who have completed step six are required to submit an annual letter thirty (30) days prior to the expiration date to the U.S. Postal Service NCSC stating their current status for eligibility and detailing any business or company modifications, as outlined below:

   ▪ Any merger or acquisition of the company whose list is certified

- An annual increase in the customer base, or address data that makes up the mailing list, that is greater than 1% of the total base.

- Any change in, or modifications related to the address matching tools used (CASS™, MASS™, *FASTforward*®, NCOA^Link® process)

- Any change in the type of business originally certified

- Any change in the customer method for notification or update process made to the business systems that maintain customer address information.

8. After receiving and reviewing the mailer's annual notification letter, the U.S. Postal Service® determines whether or not the list needs to recertify. If recertification is required, recertification testing must be performed within 90 days of receipt of the annual notification letter.

FILE FORMATS

The file(s) submitted to the U.S. Postal Service for input must utilize the format below. The input file must be a fixed format ASCII file. All null characters and blank fields must be represented as spaces. The input file(s) media must be externally labeled to show the company name and file name. Input media may be returned on a CD(s) or via Internet. Populate the Input Name field with the business name only if it is a business address record or if the record is for an individual first name (space) middle initial (space) last name.

File Layout – INPUT

RECORD	POSITION			
FROM	TO	FIELD NAME AND DESCRIPTION	LENGTH	COBOL
1	64	Input Name	64	PIC X(64)
65	128	Input Address	64	PIC X(64)
129	170	Input City, State, ZIP (five digit ZIP)	42	PIC X(42)
171	190	Input Customer/Account number (optional but recommended)	20	PIC X(20)
191	200	Input parsed primary number (optional)	10	PIC X(10)
201	208	Input parsed secondary number (optional)	8	PIC X(08)
209	213	Input five digit ZIP (optional)	5	PIC X(05)
214	217	Input ZIP + 4 (optional)	4	PIC X(04)

The parsed primary number and secondary number along with the input ZIP + 4® can be utilized to attempt a MOVE MATCH when the ZIP + 4 database is unable to produce a ZIP + 4 match on the input record. If the 99% process is unable to obtain a ZIP + 4 and if the customer's Input

file contains a ZIP + 4 and a parsed primary number is present, the record will be counted as if a ZIP + 4 match was obtained by the 99% process.

Please note: In the case of Rural Route, Highway Contract, and PO BOX type address, the parsed primary address consists of the BOX NUMBER.

RR 1 BOX 710   HC 1 BOX 710   PO BOX 710

In all cases listed above the parsed primary number is 710 and the parsed secondary consists of spaces.

Move Update Review File Format - file returned to customer indicating potential problems with transactions. This file will be returned whether the list passes or fails the test.

File Layout – 99 Percent Certification Review

RECORD	POSITION			
FROM	TO	FIELD NAME AND DESCRIPTION	LENGTH	COBOL
1	64	Input Name	64	PIC X(64)
65	128	Input Address	64	PIC X(64)
129	170	Input City, State, ZIP	42	PIC X(42)
171	190	Input Customer/Account number	20	PIC X(20)
191	200	Input parsed primary number	10	PIC X(10)
201	208	Input parsed secondary number	8	PIC X(08)
209	213	Input five digit ZIP	5	PIC X(05)
214	217	Input ZIP + 4	4	PIC X(04)
218	219	ZIP + 4 return code	2	PIC X(02)
220	221	ZIP + 4 record type	2	PIC X(02)
222	223	Modified return code	2	PIC X(02)
224	249	ZIP + 4 return footnotes	26	PIC X(26)
250	251	Carriage Return Line Feed (CRLF)	2	PIC X(02)

All records that are unable to be ZIP + 4 coded by the U.S. Postal Service® ZIP + 4® engine will be returned for your review. Please consult the AMS API User's Guide for ZIP + 4 return codes and footnote codes, which are located at the following web address: http://ribbs.usps.gov/files/AMSAPI/AMSAPIUG.PDF.

The 99% system may also produce modified return codes. The modified return codes are as follows:

Modified Return Code	Description
01	Five digit ZIP not numeric or 00000
02	Unique Five digit ZIP
03	Input Five digit ZIP different than ZIP + 4 return
04	Non delivery point match by ZIP + 4
05	Greater than 9 words in an address
06	No surname present
19	Reverse 9 digit ZIP + 4 lookup failed

The U.S. Postal Service® provides the applicant with a file containing all of the changes of address obtained during this process only if a score of 99% or greater is obtained. **Note:** For Moved Left No Address (MLNA), Box Closed No Forwarding Order (BCNO), and Foreign Moves, only the return codes; 01, 02 and 03 will be provided.

File Layout – 99FMATCH

RECORD	POSITION			
FROM	TO	FIELD NAME AND DESCRIPTION	LENGTH	COBOL
1	64	Input name	64	PIC X(64)
65	128	Input address	64	PIC X(64)
129	170	Input city, state, ZIP	42	PIC X(42)
171	190	Input account number	20	PIC X(20)
191	200	Input parsed primary number	10	PIC X(10)
201	208	Input parsed secondary number	8	PIC X(08)
209	213	Input five digit ZIP Code	5	PIC X(05)
214	217	Input ZIP + 4	4	PIC X(04)
218	218	Filler	1	PIC X(01)
219	219	Filler	1	PIC X(01)
The following are ZIP + 4 results of input				
220	269	ZIP + 4 address	50	PIC X(50)
270	297	ZIP + 4 city	28	PIC X(28)
298	299	ZIP + 4 State	2	PIC X(02)
300	304	ZIP + 4 five digit ZIP	5	PIC X(05)

305	308	ZIP + 4 four digit add-on	4	PIC X(04)
309	311	ZIP + 4 DPBC	3	PIC X(03)
312	315	ZIP + 4 Carrier Route Id (CRID)	4	PIC X(04)
316	316	ZIP + 4 address record type	1	PIC X(01)
317	318	ZIP + 4 Return code	2	PIC X(02)
The following are ZIP + 4 return codes				
319	319	ZIP Corrected	1	PIC X(01)
320	320	City State corrected	1	PIC X(01)
321	321	Invalid city state ZIP	1	PIC X(01)
322	322	No ZIP assigned	1	PIC X(01)
323	323	ZIP assigned for multiresp	1	PIC X(01)
324	324	No ZIP available	1	PIC X(01)
325	325	Reserved	1	PIC X(01)
326	326	Secondary number missing	1	PIC X(01)
327	327	Insufficient / incorrect data	1	PIC X(01)
328	328	Dual input address – used PO BOX	1	PIC X(01)
329	329	Dual input address – used non PO BOX	1	PIC X(01)
330	330	Delivery address component	1	PIC X(01)
331	331	Changed street name spelling	1	PIC X(01)
332	332	Standardized delivery address	1	PIC X(01)
333	333	Reserved for future use	1	PIC X(01)
334	334	Better delivery address exists	1	PIC X(01)
335	335	Reserved for future use	1	PIC X(01)
336	336	Reserved	1	PIC X(01)
337	337	Invalid secondary number	1	PIC X(01)
338	338	Reserved	1	PIC X(01)
339	339	Unofficial Post Office TM name	1	PIC X(01)

340	340	Undeliverable city state	1	PIC X(01)
341	341	Small town default	1	PIC X(01)
342	342	Unique ZIP Code default	1	PIC X(01)
343	343	Reserved	1	PIC X(01)
344	344	Reserved	1	PIC X(01)
345	348	Filler	4	PIC X(04)
The following contains the new address and/or the reason for non delivery				
349	412	Return matched name	64	PIC X(64)
413	476	Return new address	64	PIC X(64)
477	504	Return new city	28	PIC X(28)
505	506	Return new state	2	PIC X(02)
507	511	Return new five digit ZIP	5	PIC X(05)
512	515	Return new ZIP + 4	4	PIC X(04)
516	517	Return Delivery point bar code	2	PIC X(02)
518	518	Return DPBC check digit	1	PIC X(01)
519	522	Return Carrier Route ID	4	PIC X(04)
523	528	Return Move effective date (YYYYMM)	6	PIC X(06)
529	529	Return LACS™ indicator	1	PIC X(01)
530	530	Return COA move type (F, I, B)	1	PIC X(01)
531	531	Return Forwarding flag (M, K, G, F)	1	PIC X(01)
532	532	Return Match flag value 1	1	PIC X(01)
533	533	Return response flag value Y	1	PIC X(01)

APPENDIX 6

99 Percent Certification Mailer Move Update Process Order Form

UNITED STATES POSTAL SERVICE®

Mailer Move Update Process Order Form

Customer Information *(Please print)*

Customer Name

Company Name

Street Address, PO Box, or Rural/Hwy Contract Route and Box Number	Apt/Suite

City	State	ZIP + 4®

Telephone Number *(Include area code)*	Fax Number *(Include area code)*

Email Address

Input Media *(Check one)*

Media must be externally labeled showing the company name and the file name.

☐ CD ROM   ☐ Internet

Mailing List *(One per application)*

Enter the name of the mailing list that will be tested. A separate application must be completed for each mailing list.

Input Records

[ ] ÷ [ ] ÷ 1,000 = [ ] X $1.00 = [ ]

Actual Quantity | Quantity rounded up to the nearest 1,000 | Quantity | Total Price

Note: There is a $100 minimum charge for testing. Address files will be billed at $1 per 1,000 records.

Documentation *(Required)*

Copy of the most recent PS Form 3553 is required and must accompany this order form.

Payment Options

Indicate the method of payment and mail this completed form and payment to the address below. *(Returned checks will incur a $25.00 fee).* Please allow 10 business days for processing and delivery. Customers who need assistance may call the Move Update Department at 1-800-589-5766. Prices subject to change without prior notice.

Payment Method
Make check or money order payable to "**United States Postal Service**"

☐ Check   ☐ Postal Money Order   ☐ Visa   ☐ MasterCard
☐ ACH Credit ☐ American Express

Card # [   ]

Card expiration date: _____ / _____
                    (MM/YY)

Authorized Personnel *(Please print)*

Signature

The signature above accepts total responsibility governing the use of this card and agrees to comply with the terms of the issuer.

Mail order form and payment to:

ACCOUNTS RECEIVABLE
MOVE UPDATE SUPPORT DEPARTMENT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
6060 PRIMACY PKWY STE 101
MEMPHIS TN 38188-0001

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